Djamal Eddine Ouikene

Director, Software Development & IT Operations

📍 Singapore | 📞 +65 8147 8720 | ✉ d.ouikene@gmail.com | ⑂ douikene | in douikene | 🌐 douikene.github.io

Download CV

PROFESSIONAL SUMMARY

Dynamic and results-driven IT leader with over 17 years of global experience. Transitioning from software development and OSS/BSS systems integration to strategic leadership roles, I have cultivated a diverse, international perspective. Currently serving as Director at NTT Ltd., managing global teams across software development and IT operations. Known for fostering high-performing, cross-functional teams and driving innovation through technology alignment with business goals. Skilled in system and service design, driving DevOps transformations, leading architecture transitions to microservices with API-first approaches, and optimizing billing systems for business growth. Proven ability to scale engineering teams effectively, lead data-driven projects, and support enterprise-level decision-making in complex environments. Currently exploring the transformative potential of Artificial Intelligence (AI) in enhancing business operations and decision-making, with a keen interest in leveraging AI-driven technologies in future projects.

PROFESSIONAL EXPERIENCE

NTT Ltd. (Singapore)

Director, Software Development & Production (Aug 2022 – Present)

- Led transformation from monolithic ERP to microservice architecture with API-first approach.
- Managed teams across Singapore, India, France, Canada, Australia, and South Africa.
- Introduced SRE team, customized Agile processes, and productized APIs for phone number ordering.
- Provided technical leadership in diverse technology environments, overseeing projects involving Java, .NET, and modern API-first architectures.
- Led cross-functional software engineering teams in the design and delivery of scalable, cloud-based solutions.

Director, Software Development & Support (Oct 2019 – Jul 2022)

- Managed development teams in India and support teams in Singapore.
- Enhanced billing systems and drove continuous process improvements.
- Spearheaded the delivery of a customer-facing portal, improving user engagement by 25% through an API-first architecture and seamless service integration.
- Drove Agile transformation and implemented data-centric systems to support enterprise-level decision-making.

Arkadin Audio, Web & Video Conferencing (Paris, France)

Functional Architect (Apr 2017 – May 2019)

- Designed architecture solutions and improved financial operations through billing systems.
- Led a strategic project implementing a public API for Sumitomo, a key customer in Japan.

IT Senior Business Analyst (Jan 2015 – Mar 2017)

- Led business analysis and contributed to billing solution developments.
- Provided OSS/BSS expertise, guiding customers through system redesign, analyzing existing infrastructures, and implementing changes to optimize provisioning and billing solutions.

Davidson Consulting (Paris, France)

OSS/BSS Business Analyst (Sep 2011 – Jan 2015)

- Specialized in OSS/BSS integrations and billing system implementations.
- Intervened as an OSS/BSS expert, assisting customers in redesigning their systems, providing strategic guidance, analyzing business processes, and implementing changes to enhance provisioning and billing solutions for clients like Alcatel and Arkadin.

Alcatel-Lucent, Inc. (Villarceux, France)

OSS/BSS System Integration Engineer (Oct 2008 – Sep 2011)

- Integrated SLA, performance management solutions, and supported billing integrations.
- Worked on a high-profile project during the 2010 FIFA World Cup in South Africa, implementing a Netcool solution for Telkom SA. Provided onsite support to ensure successful integration, conducted User Acceptance Testing (UAT), and delivered local technical support to maintain service quality throughout the event.

Telecom Network Engineer Trainee (Apr 2008 – Sep 2008)

- Developed performance simulators and analytical tools.

Algerie Telecom Satellite, Inc. (Ben Aknoun, Algeria)

Computer Engineer Trainee (Oct 2006 – Sep 2007)

- Designed and implemented bandwidth estimation tools using SNMP/MIB architecture to optimize network performance and resource allocation.
- Conducted an in-depth study on the performance management framework, identifying inefficiencies and proposing improvements for better bandwidth utilization.
- Developed a dynamic model for bandwidth consumption estimation, leveraging real-time data to improve predictive accuracy.
- Created automated scripts for data collection, processing, and visualization to support network analysis and decision-making processes.
- Collaborated with network engineers to integrate the performance management system with existing OSS/BSS platforms, enhancing operational efficiency.
- Provided technical documentation and training to operational teams, ensuring sustainable knowledge transfer and system maintenance.

EDUCATION & CERTIFICATIONS

- **DESS in Networks & Telecommunications** – University of Paris-Sud XI (2008)
- **Engineering Degree in Computer Science** – INI, Algeria (2007)
- eTOM (Business Process Framework), SID, TAM, DevOps Foundations, Azure DevOps, OWASP Top 10, Etom Frameworx Overview, NTT Leadership Accelerator Series (2024)

TECHNICAL SKILLS

- **Software:** SoapUI, LoadUI, Enterprise Architect, Wireshark
- **Devops:** SRE, Agile, Jenkins, Git, Docker, Kubernetes
- **Databases:** SQL Server, MySQL, Oracle
- **Programming:** Java, Perl, JavaScript, C/C++, HTML, Python
- **Cloud Networking:** AWS, IP, TCP, UDP, MPLS, GSM, LTE

LANGUAGES

Kabyle (Native), French (Bilingual), English (Professional), Arabic (Bilingual)

PERSONAL INTERESTS

- Marathon enthusiast, participating in endurance events to foster resilience and focus.
- Global traveler with a passion for exploring cultural leadership practices and diverse business environments.