## Abbad Baroudi | 07429 252 861 | [Abbadbaroudi75@gmail.com](mailto:Abbadbaroudi75@gmail.com) | Full UK Right to Work

# Summary

15+ years' experience in Dubai, UAE. Working in IP Networks operations, optimisation, design analysis, installation, configurations, training and troubleshooting with special reference to the IP Access/Aggregation networks.

Having recently relocated to the UK, I am keen to continue working in the Telco sector here in the UK. Most recently I had been managing the du complete CPE/Access/Pre-Aggregation/Aggregation Network. At the top tier in operations engaged in existing and new project design with planning teams and vendors to optimisation of the production network.

### Certifications and Trainings attended in 14 Years

* Interconnection Cisco Networking Devices (ICND) Training in Synergy Consulting & Training
* Cisco Certified Network Associate (CCNA) CSCO 10223008
* Cisco certified network Associate (CCNP) CSCO 10223008
* ITILv3 APMG and Quint, Knowledge Village Dubai and Al Salam Du Offices 2010 - 2011.
* Seven Habits of Highly Effective People (August 2010)
* ASR9000Four Days of IOS XR High Level Training by Cisco, May 2010.
* Huawei access solutions for two weeks. High Level Training By Huawei , China Dec 2010
* Juniper Access Solution for 1 week in Synergy Consulting & Training Mar 2010
* Zhone-MALC Access Solution by Zhone Aug 2008 (IPDSLAM/ADSL2+)
* GPON Access solution by Ericson Jabl Ali April 2009

**Professional Experience**

# Emirates Integrated Telecommunications Co. Du (Jan 2006 to Date)

# Du provides Triple Play services internet, phone, and IP TV & MPLS VPN services on a truly converged network for VVIP, enterprise, multinationals and residential customers.

# Responsibilities: Managing a team of 4 FTE's 6 outsourced and 5 FTC's complete CPE/Access/Aggregation/ Transmission Network. with day to day responsibilities/tasks and deliverables as noted below.

* Network TT 24 X 7 X 365
* Managing complicated trouble tickets, assuring timely completion in accordance with customer need. (CTT)
* Provides technical support and assistance to other entities within du mainly customer operations. (CTT)
* Meeting with customers to understand their problem and giving proper response for their queries. (S. Manager IM)
* Audit New and old Customer Configuration/Activation (Quality Assurance)
* Responsible for the engineering, configuration, installation, and administration of Faulty Network Devices. (NTT)
* Audit Access devices software version and build and provide reports (Quality Assurance)
* Attend Unplanned network outages (NTT)
* Forensic analysis of system capacity and report generation for Snr Management
* In-depth analysis of the delay reported TTs and take the necessary actions to provide the permanent resolution

**Field Support:**

As part of running process excellence program, I was assigned to lead the FLM (Field Line Maintenance). The team was looking after the Telecom infrastructure facilities. I was playing a key roll to improve the response time of any reported faults or get the team involved any in planned maintenance activity.

# Key Achievements

* Successfully streamlined the IP Fixed Access team to achieve 24\*7 operations
* Successfully resolved old pending customer reoccurring TTs in which a significant saving on OPEX and CAPEX was achieved as per the Du’s BSC
* Successfully roll out of the FNL (Fixed National launch) infrastructure preparation 2010 – 2011 with a minimum in house resource in which a significant saving on OPEX and CAPEX was achieved as per the Du’s BSC
* Successfully roll out of the FNL (Fixed National Launch) infrastructure preparation 2010 with a minimum in house resource in which a significant saving on OPEX and CAPEX was achieved as per the Du’s BSC
* Successfully roll out of the Huawei access solution infrastructure preparation 2010
* Successfully roll out of the HDM EMS integration 2011-2012
* Successfully roll out of the critical FMC (Fixed Mobile Conversion) with a minimum resources and with zero customer TTs
* Successfully resolved many difficult and challenging service impacting issue such as (no dial tone and the TV freezing) 2010 -2011
* Successfully carried out number of system migrations such as the (VCM and BECS2&3) 2012

# Research Work

* Bench marking analysis of Broadband internet and voice services faults.
* CPE hung analysis.
* Contention Ratio calculation.
* Bandwidth estimation against the available access infrastructure.
* Customer growth trend versus TT analysis.
* Analysis/optimization of customer interfacing access security.
* Comprehensive study on the multicast quality throughout the service delivery chain
* Stability studies & analysis on IP Access Networks.
* Average packet size measurement on the access backbone (MTU optimization)
* Study on the power fluctuation impact on the CPEs and Access solutions with a help of third-party consultant
* Study the existing copper infrastructure versus the cabling and quality on the ADS2+ access solution in which a complete revamp project to enhance the existing cabling and reduce the reported physical issues

# Data Network Engineer TECOM- Dubai Internet City NOC 2001 – 2005

# (Acting Team Leader; application and service monitoring for 2 years 2006 - 2007) Du NOC in Dubai Internet City

# Responsibilities

* Manage NOC (Network Operation Center) operation 24 X 7 X 365
* Delivery of technical projects for the manager of operations to ensure the system continues to meet the technical needs of the TECOM
* Manage internetworking of various operating systems, including IOS, CAT OS, Windows 2000/2003 including applications running on them like TACACS and RADIUS across both LAN and WAN.
* Develop technical reports and documentation

# Key Achievements

* Enhance the day to day operations
* Enhance the overall TT resolution to problem
* Amend many established process to the business growth trend

**References are available upon request.**