Fady Mahrous

Telecom Operations Expert

✉ fadyzth@hotmail.com   ☎ +49 15259027585   📍 Blücherstr. 12, 50733 Köln, Nippes, Germany.

in linkedin.com/in/fady-mahrous-71573013b   ⦿ github.com/fadymahrous

Profile

With 10+ years in telecom operations across Orange, Huawei, Ericsson, and Asiacell, I've led critical service operations and incident management in high-pressure environments. My BSS expertise extends into 5G network operations, with exposure to core functions such as SMF, UPF, PCF, and AMF. This has provided deep insight into service orchestration, protocol flows (PFCP, Diameter, HTTP/2), and cross-vendor system stability. I consistently align operational performance with business objectives through proactive leadership and effective incident resolution.

WORK EXPERIENCE

Ericsson BSS Expert, *Asiacell Communications PJSC*   03/2022 – 12/2024
Sulaymaniyah, Iraq

- Served as the lead technical escalation point for the Charging operations team, owning the resolution of critical incidents and driving Root Cause Analyses (RCA) in line with ITIL practices. Led cross-functional coordination with vendors and internal teams to implement long-term fixes, execute upgrades, and uphold SLA/KPI commitments—demonstrating both technical authority and operational leadership.
- In large-scale projects, I often take the lead on specific workstreams — Manage and align stakeholders, facilitating collaboration, setting clear action points, and closely following up with each party to ensure timely delivery and that no deadlines are missed.
- Ensured the end-to-end stability and performance of Ericsson charging systems by providing technical support across operating systems, databases, and applications in a 24/7 telecom environment.
- Designed and implemented automation solutions to support daily operational tasks, improve incident response times, and eliminate manual overhead—enhancing overall service reliability and efficiency.
- Built proactive monitoring and KPI reporting frameworks, contributing to early issue detection, improved service visibility, and data-driven decision-making across the operations team.

Customer Network Support Engineer, *Ericsson*   09/2018 – 03/2022
Cairo, Egypt

- Delivered L2/L3 technical support for live BSS systems (Charging, Billing, Mediation), ensuring service continuity and fast issue resolution in high-demand telecom environments
- Acted as the primary technical liaison for customer operations teams, handling escalations, communicating status updates, and providing guidance throughout the incident lifecycle
- Led incident and problem management processes, conducting Root Cause Analysis (RCA) and implementing long-term fixes aligned with ITIL standards to prevent recurrence
- Managed change control and upgrade activities in close coordination with customer stakeholders, ensuring minimal disruption during production deployments
- Participated in regular customer review meetings, presenting RCA reports, system health insights, and ongoing improvement plans to maintain high customer satisfaction

- Proactively monitored system performance, analyzed trends, and applied corrective actions to preempt service degradation and maintain SLA compliance
- Collaborated with Ericsson global support and R&D teams for complex issue resolution, feeding operational insights back into product improvement and knowledge bases

VAS TAC Engineer, *Huawei Technologies*   01/2018 – 09/2018
                                                                          Cairo, Egypt

- Provided L2 technical support for Huawei VAS RBT Platform across Middle East customer networks, ensuring incident resolution in line with SLA commitments and contract severity levels
- Analyzed live traffic traces using Wireshark and other tools to diagnose protocol-level issues (MAP, SMPP, SIP, Diameter, SS7), ensuring rapid identification and resolution of service-impacting problems
- Performed advanced troubleshooting across Linux-based systems, application logs, and relational databases (Oracle), applying telecom domain knowledge to resolve complex VAS-related incidents
- Collaborated closely with global R&D teams and local integration engineers to address product defects, apply patches, and recommend long-term corrective actions
- Maintained clear communication with operators during high-severity incidents, providing timely updates, technical insights, and post-resolution RCA documentation

IN Skill Center Engineer, *Orange*   04/2014 – 01/2018
                                                                          Cairo, Egypt

- Acted as the support engineer for Ericsson Charging, Huawei , ZTE, and Firma VAS services, overseeing design, integration, and deployment.
- Ensured high availability and stability of Charing and Vas Systems through proactive monitoring and incident resolution.
- Led root cause analysis and service recovery for critical faults impacting real-time services.
- Managed software upgrades, patches, and configuration changes with full rollback planning.
- Coordinated with vendors and internal teams for solution delivery and platform enhancements.

SKILLS

- Python
- Linux Administration
- Wireshark

- Data Analysis Pandas/SQL/NoSQL
- AWS/Boto3/Bedrock LLMs
- PFCP, HTTP/2, NAS, GTP-U, Diameter,SS7

Languages

English   **Deutsch**
IELTS Score C1   A2

EDUCATION

Bachelor in Electrical and Electronics Engineering, *El Shorouk Academy*   01/2009 – 01/2013

CERTIFICATIONS

Support Engineer Job Stage 6
07/2021 Presented by Ericsson