

## **Mohammad Alghouleh**

PS/SC/ VoIP/IMS Network Consultant

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## **Areas of Expertise**

- Telecommunications Operation & Maintenance: GSM (MSC, VLR, HLR, SCP, TSP), GPRS (SGSN), 4G LTE, IMS, VoIP, EPC (MME, MSS, MGW, SGW, PGW, PCRF), SIP
  - Virtual Network Functions (VNF), VoLTE/IMS, VoIP Call Flows (SIP/SDP)
  - Ericsson platform experience: testing, operation, monitoring, maintenance
  - Soft skills: Management, Sales, Marketing, Consulting
  - Technical skills: Windows Server, Ubuntu/Server, Microsoft Office, CCNA (ongoing)
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## **Professional Experience**

### **International Trade and Logistics/Shipping — Business Owner / Self-Employed**

Anaheim, CA | Nov 2022 – Sep 2023

- Importing and selling telecom and telephony equipment domestically
- Ensured compliance with trade regulations and analyzed market trends
- Managed freight brokerage operations

### **IMS/Core Network Engineer**

Jan 2014 – Jul 2022

- Managed configuration, testing, and expansion of IMS/VoLTE nodes
- Supported pre-sales planning for capacity expansions during high traffic
- Operated core network nodes, performed backups, and prepared system tests and acceptance

### **Viacloud Jordan — Sales Manager / Prepaid & International Carrier**

Jordan | Jan 2011 – Dec 2013

- Managed direct and distributor sales teams
- Developed and implemented retail promotions and sponsorship activities
- Coordinated customer support and technical teams to resolve complaints
- Monitored retail, media, and competitor activity; managed credit and stock limits
- Forecasted sales and managed budgeting and commissions

### **Ericsson — NOC Consultant**

North Africa (Algeria) | Aug 2005 – Nov 2009

- Monitored network services and alarms; performed routine maintenance
- Managed configuration of network services across multiple vendors (Ericsson, ZTE, Huawei)
- Coordinated fault resolution and help desk activities in a 24/7 operation

**Orange Telecom / Mobilecom — Operations and Maintenance Engineer**

Amman, Jordan | Jul 2000 – Aug 2005

- Installed and commissioned MSC switches and transmission integration
- Performed network audits, upgrades, and acceptance testing of switching nodes
- Conducted analysis for roaming agreements and customer care follow-up
- Maintained NSS nodes and managed data accounting and statistics

**Jordan Telecom (France Telecom Group) — Senior Switching Supervisor**

Jordan | Jan 1989 – Jul 2000

- Operated and maintained Siemens EWSD and FETEX Fujitsu switches
- Managed upgrades, software/hardware maintenance, and new network connections
- Troubleshoot alarms and faults, implemented engineering solutions
- Provided technical reports and coordinated fault management

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**Education**

**Jordan Telecommunications College** — Degree in Telecommunications Engineering, 1988