



# Mohamed Sakr

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Kuala Lumpur / Malaysia

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## OBJECTIVE

Seeking challenging position in a growing environment to expand my experience and develop new skills.

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## SUMMARY OF QUALIFICATIONS

Excellent IT Skills including all Microsoft Office packages having passed the Official Microsoft Office Specialist Tests in Excel, Word, Access and PowerPoint.

Intermediate knowledge of SQL & Visual Basic

Dynamic presentation and collaboration skills.

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## PROFESSIONAL EXPERIENCE

**14 years'** experience in a multinational company in the telecom sector (Orange Egypt) in the below areas:-

- Revenue Assurance & Telco Fraud
- Roaming Revenue Assurance
- Lead Accountant / Account Receivables
- Corporate Complaint Handling

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## EMPLOYMENT HISTORY

### **2019 - Present Profitability Assurance & System automation Expert Digi Telecommunication (Telenor) / Malaysia**

Activities & Responsibilities:

- Serve as a Revenue Assurance domain expert.
- Working with different levels within the organization in developing, implementing plans.
- Ensure minimal revenue leakage in Digi products & services ecosystem.
- Monitoring and identifying potential leakages of revenue in all services.
- Analyzing revenue impact of outages and planned activities.
- Analyzing performance across revenue and expenses lines, variances, and trend data to identify steps to limit revenue leakage and cost savings opportunities.
- Assessing viability and effectiveness of recently launched products, pricing and promotions with its corresponding impact to both revenue and expense items.

- Interacting with other divisional stakeholders to provide consultative support to minimise revenue leakage.
- Assessing Profile / Service / Status Reconciliation between network platforms and investigate discrepancies.
- Assessing the products configuration by testing & verifying the business rules with charges correctly applied to it.
- Building dashboards & extracting reports to monitor revenue performance/trend.
- Reporting revenue leakage incidents & recommendations to top management.

**2014 -2019**

## **Revenue Assurance & Telco-Fraud Manager    Orange / Egypt**

### **Activities & Responsibilities:**

- Assure the entire Circuit and Packet Switched networks and Value Added platforms to ensure that potential revenue leakages and losses across the platforms are proactively identified and mitigated.
- Provide expert opinion on revenue impact of network processes and activities including new node implementations, integrations, operation change management and downtime.
- Prepare risk assessment to identify current process weakness and potential fraud risks and our recommendations for enhancement.
- Maximize revenue by reducing leakages and identifying revenue opportunities in relevant processes.
- Monitor bad debts provisions & write-off percentage, in order to ensure adequacy of credit and fraud controls.
- Identify potential areas of development in the current processes and work streams, working with relevant departments to provide timely solutions.
- Participate in fraud investigations and impact assessments.
- Responsible for understanding and contributing towards the design of any major change programs and the impact upon revenue leakage.
- Review and recommend changes on all revenue-related policies, processes, procedures, and business rules to minimize revenue leakage.
- Create revenue assurance KPIs on the revenue assurance management system RAID (WeDo).
- Production and analysis of end to end reconciliation from source, though to billing and ensuring that all events are received and processed in a timely, complete and accurate manner.
- Perform root cause analyses of issues on the Circuit and Packet Switched networks and follow through to resolution and communication to appropriate parties.
- Monitor system owners to ensure proper set-up of systems in order to minimize leakages.
- Apply essential automated tools and solutions to test for and monitor leakages and adequacy of business rules.
- Represent the status, current action plans and future direction of Revenue Assurance to finance executives.
- Establish and maintain reconciliation processes to ensure end-to-end visibility of revenue streams and data accuracy.
- Ensure ad hoc review of all rate tables within the company's billing systems.
- Ensure that the RA processes are adhered to and the necessary reconciliations are performed in terms of the RA framework.
- Develop and sustain analytics service model reporting to give visibility and allow improved resource allocation.
- Develop and own weekly and monthly reconciliation packs and KPI dashboards to reflect the overall performance of event E2E processing.
- Conduct pre & post implementation test exercise on products.

**2012- 2014**

**Roaming Revenue Assurance & Telco-Fraud Expert Orange / Egypt**

**Activities & Responsibilities:**

- Quantifying, Analyzing and evaluating revenue Lakers, and implement corrective action to save the revenue.
- Regular use of automated test call generator to validate CDR generation & configuration. Testing to rotated where possible to cover full range of network services and call types to include (Roaming ).
- Testing of integrity and completeness for interconnect billing and validation for aggregated interconnect reports to data warehouse.
- Test Subscriber billing validation using standard test rules.
- Reconciliation of value added services from service platforms and billing system for post-paid and prepaid subscribers.
- Validate balance movements reconciliation for prepaid customers.
- Reconciliation between financial clearing house and data clearing house.
- Follow up applying Sarbanes – Oxley controls.
- Issue financial reports to orange and top management.

**2009 – 2012**

**Wholesale, Reconciliation & Settlement Expert**

**Orange / Egypt**

**Activities & Responsibilities:**

- Negotiation of roaming agreements inter operator tariff (IOT) and data circuits Identify new roaming partners and facilitate strategic IOT negotiations and appointment thereof and implement relations to expand roaming footprint.
- Identify new Roaming Partners, and own the development of commercial relationships and wholesale sales initiatives.
- Deliver effective coordination between 3rd parties and internal stakeholders.
- Assist in invoicing and invoice reconciliation, month end reports and accruals.
- Market monitoring and analysis, provide input to marketing team.
- Drive efficient, effective operations.
- Prepare the Wholesale Roaming Budget & end of month financial closing.
- Identify cost savings and new revenue opportunities.
- Prepare list of areas of possible improvement based on the actual figures.
- Monitor weekly trends for top profiles/promos extracted from our internal systems (IN,BSCS, DWH, etc...).
- Prepare all ad-hoc reports to support business insight and analysis.
- Perform special projects and other duties as assigned by upper management.
- Preparation of monthly roaming revenue and COGs accruals for all BUs per roaming partner for the month closing.
- Perform the monthly reconciliation of accruals sent and booked for all Bus.
- Preparation of end of period IOT discount calculations based on signed agreements.
- Settlement of final IOT discount calculations with roaming partners.
- Follow up on CN/DNs issuing and payment & collection.
- Coordinate with DCH & DFH for resolving all the issues related to CN/DNs and Collections.
- Prepare monthly reports on settlement status with all roaming partners.

**2008 - 2009**

**Lead accountant / Account Receivable**

**Orange / Egypt**

**Activities & Responsibilities:**

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- Maintain accounts receivable files and records.
- Ensure timely and accurate posting of all receivables.
- Manage the A/R aging with the goal of no payments in the over 90 day category.
- Ensures adequate controls are in place over financial processes and results.
- Ensures compliance and adherence with controls for internal policies and external regulations.
- Assist revenue manager with identifying monthly accruals.
- Plans and structures work activities and sets deadlines. Subsequently monitors progress on tasks.
- Perform monthly dashboard classifying total booked revenues per segment

**2005 - 2008**

**Corporate Complaint Handling Team leader**

**Orange / Egypt**

**SUMMERINTERNSHIP**

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- Western union, January – April, 2004: Customer Service Dept.
- The Document Company – Xerox, summer 2002: Accounting Dept.
- The Document Company – Xerox, summer 2001: Accounting Dept.
- “Kimo 2000” Trading Co.: Sales Dept.

**EDUCATION**

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**CMA (Certified Management Accountant) (2019)**

**BSc in Commerce Majoring in :** Accounting from Ain Shams University (1999-2004)

**School:** Port Said Language School (Science Section) (1986-1999)

**LANGUAGES**

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Arabic: Mother Tongue

English: Fluently written and spoken

French : Intermediate Level (B1)

**OTHER SKILLS&SYSTEMS**

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- ☐ WEDO , RAID & ROSCOM Test call generator awareness
- ☐ Data clearing house awareness (MACH/Syniverse , Nextgen FCH & DCH) Database: MSSQL,
- ☐ MSACCESS
- ☐ Microsoft Excel, PowerPoint, Win word , Visual Basic

**REFERENCES**

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Available upon request.

