NADIM KHALIL
SYSTEMS & NETWORKS ENGINEER

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MY EXPERIENCE

BSU MANAGER
AFRICELL
Jan 2016 - Present
Sierra Leone

Business Support Unit Manager

Currently BSU manager in Africell the number one phone operator in Sierra Leone - Africa, I am responsible for executing the entire business strategy. developing and executing the service plans and leading new projects to achieve Africell's revenue target.

Managing 3 units of 4 Engineers and 5 Technicians:

1- Value Added Services unit, VAS (Mobile Application, traditional network services like USSD GW, RBT, SMS, IVR etc..., and VAS Software development & VAS support)

2- Intelligent Network Unit for charging and policy Management, IN (complete prepaid technical chain for voice/SMS/DATA, new offers and plans, charging and rating of new services, policy and QoS control for DATA bearers, and postpaid/prepaid convergence).

3- Business Support Unit, BSU (generating all kind of studies, big data analysis, trends, reports, reporting tools to support Business decisions).

IN/VAS HEAD OF SECTION
AFRICELL
Jan 2014 - Dec 2015
Sierra Leone

Intelligent Network / Value Added Services Head of Section

Roles and Responsibilities:

- Operation & Maintenance of the IN Nodes (SDP, SCP, SMSC, CDN, VCNS).

- Craft solutions for issues raised by subscribers day-to-day in live scenario.

- Solve server related issues in co-ordination with the service provider supports including: HP, Convergys, VANS, Apliman, CodeSegment.

- Handle trouble tickets raised by NOC on basis of their monitoring & resolve them.

- Create Acceptance Testing for implementation of new services in the network.

- Draft and generate various IN reports.

- Analise reports and traffic figures.

- Implement new services and IN changes.

- Maintain availability at 100% through daily surveillance and preventive interventions.

IN/VAS ENGINEER
AFRICELL
May 2009 - Dec 2013
Sierra Leone

Intelligent Network / Value Added Services Engineer

IN (Intelligent Network) billing platform and data warehouse:

- Administration of the billing platform

- Servers maintenance HP, DELL, SUN, Intel

- Ensure the fault-free operation and maximum service availability of IN via regular proactive maintenance tasks and close network monitoring

- Systems dimensioning, backup and troubleshooting

- Create Acceptance Testing for implementation of new services in the network.

- Participate in acceptance testing of new features and designs.

- Participate in software & hardware upgrade or enhancement activities.

- Manage and solve all prepaid customer problems.

- Prepare and generate daily, weekly & monthly reports.

- Prepaid Tariff Configuration.

Value added services (VAS) development:
- Functional analysis, technical analysis and dimensioning for new services and promotions.
- Development and implementation for VAS or promotion software and application.
- Troubleshoot and configure all services related to prepaid charging.
- Create, Implement & maintain Value Added Services in-time and effectively to fulfill the company's requirements.
- Create Reports and statistics related to new services to know their effects and revenue.

Comium Group, Beirut, Lebanon Internship

System Administration, Networking, Routing, Switching, Servers Configuration, Monitoring, Troubleshooting & Remote Assistance.
Topics covered:
1. Networking Topologies
2. Cisco Routers, Switches, and Firewalls
3. Huawei Routers and Switches
4. Cisco VOIP

Ogero Telecom\Ministry of Telecommunications, Beirut, Lebanon

Administering the Network Management System of the Lebanese Leased Lines system.
Topics covered: PSTN network, access network, the switching system, ISDN and ADSL systems, protocol analysis, analog and digital leased lines technology, Installing, configuration and testing of new ISDN lines.

EDUCATION

Master Engineer in Systems and Networks

From Antonine University, Beyrouth Lebanon. One of the few Engineering universities in Lebanon. I became member of the Lebanese Order of Engineers and Architects since 2008.

Ecole Saint Antoines des Souers Maronites de la Sainte Famille

Certificate of graduation in SV with government Diploma

CERTIFICATES

NOKIA SIEMENS CERTIFICATES

-3G Rel 4 Switching Core Network Signaling
-Switching Core Network Routing
-SGSN SG6 Operation and Maintenance
-Flexi ISN 3.0 Operation and Maintenance
-3G Release 4 Switching Core Network Operation and Maintenance

MY BEST SKILLS

Skill	Level
SQL	●●●●●●●●●●●●●●●●●●●●●○
Databases	●●●●●●●●●●●●●●●●●●○○○○
Data Analysis	●●●●●●●●●●●●●●●●●●●○○○
Project Planning	●●●●●●●●●●●●●●●●●●●●○○
Integration	●●●●●●●●●●●●●●●●●●○○○○
Troubleshooting	●●●●●●●●●●●●●●●●●●●○○○
VBScript	●●●●●●●●●●●●●●●●●○○○○○
XML	●●●●●●●●●●●●●●●○○○○○○○
Android Studio	●●●●●●●●●●●●●●●●●○○○○○
SOAP	●●●●●●●●●●●●●●●●●○○○○○
USSD, SMS, IVR	●●●●●●●●●●●●●●●●●●●●●○
HTML, CSS	●●●●●●●●●●●●●●●●●●●○○○
Java	●●●●●●●●●●●●○○○○○○○○○○
Kotlin	●●●●●○○○○○○○○○○○○○○○○○

CERTIFICATE

Agent Network Management Course
Part of Mobile Money project.

English, French, Arabic