

# S. KABAJAH

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## SUMMARY

Technical leader with experience across telecom and technology infrastructure, systems operations, and data engineering. Expertise in network reliability, SLA-driven support, systems integration, automation, and cloud analytics. Proven track record of improving uptime, scaling technical programs, and leading cross-functional teams.

## EXPERIENCE

### Senior Data Analyst

**Google** (via Cognizant) | Mountain View, CA | 2017–2021

- Led monitoring and automation initiatives for platform stability, supporting SLA adherence across multiple teams
- Partnered with engineering to optimize incident review workflows and surface reliability metrics
- Designed onboarding analytics and long-term monitoring systems, improving operational visibility and adoption

### Lead Search Ranking Analyst

**Facebook** (via Pro Unlimited) | Menlo Park, CA | 2017

- Oversaw search quality measurement and data QA pipelines, recommending operational improvements
- Automated 20+ global SQL workflows, reducing manual reporting by 80 hours/week

### Data Analyst, Maps Team

**Google** (via Adecco) | Mountain View, CA | 2015–2017

- Supervised operations and developed audit processes to ensure labeling accuracy in geospatial systems
- Built dashboards for 50+ analysts to manage operational efforts and resource allocation

### Back Office RAN Engineer

**Ericsson** | Riyadh, Saudi Arabia | 2011–2012

- Directed national network migration and site integrations, coordinating engineering teams and vendors
- Resolved network incidents and escalated complex faults to senior engineers to maintain SLA compliance
- Performed backup, restore, and maintenance for BSC commissioning, ensuring compliance with BOQ specifications.

### Operations & Maintenance Engineer

**Jawwal** | Ramallah, Palestine | 2007–2011

- Maintained and upgraded BSCs, troubleshooting network incidents to ensure uptime
- Executed preventive maintenance, monitored KPIs, and supported network expansion projects

## EDUCATION

### Georgetown University

Washington, DC | 2022 - 2025

- Master of Business Administration (MBA)

### Al-Ahliyya Amman University

Amman, Jordan | 2006

- Bachelor of Science, Electronics & Communications Engineering

## SKILLS

### Data & Automation

- SQL, Snowflake, ETL/ELT
- Python, R, Tableau
- AWS, Data Center, Pipelines

### Org & Delivery

- Process, Metrics, KPIs, Tech Documentation
- Team Leadership, Cross-Functional collaboration, Vendor management

### Infra & Systems

- Incident Response, SLA, Monitoring
- UNIX/Linux, VPN, CLI, VMs
- Provisioning, Config

### Web Dev

- HTML, CSS, JS

### Languages

- Arabic, English

## VOLUNTEER

### United Way

Mountain View, CA | 2019 - 2021

- Prepared and filed tax returns for low-income, elderly, and those in need of assistance through the(IRS/VITA) program

### AROC

San Francisco, CA | 2013-2014

- Provide English/Arabic translation for flyers, brochures and letters as well as in-person interpretation