

SHADI 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

- Oversaw 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

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