

ZAIN UL AABEDEEN

Group Head of Operations | Telecom Infrastructure | Energy/ESCO | Multi-Country O&M Leadership
BSc Electrical Engineering | MBA | PMP® | Lean Six Sigma Green Belt®
zain.etc@gmail.com | +971 505091330 | +92 3224006607

EXECUTIVE PROFILE

O&M Business leader with 17+ years driving **operational excellence, market expansion, and digital transformation** across Asia and Africa telecom infrastructure. Proven track record scaling multi-country operations (8 countries, 20,000+ sites, managing annual fuel logistics of 125 million litres), delivering margin improvements, and leading ESCO energy solutions. Deep expertise in managed services (B2B/B2G), stakeholder engagement across MNOs, TowerCos, OEMs, and government entities, with consistent achievement of financial targets (95% budget success rate). Strategic thinker who combines technical depth with commercial acumen to drive business growth and operational efficiency.

CORE COMPETENCIES

- P&L Management
- Multi-Country Operations
- Performance Management
- Business Development
- Digital Transformation
- Change Management
- OKR Management
- Energy/ESCO Solutions
- Vendor & Contract Management

STRATEGIC ACHIEVEMENTS & BUSINESS IMPACT

- **Business Expansion & Market Entry:** Spearheaded entry into 4 new markets, successfully launching and scaling operations for 11,900+ sites across Pakistan (CMPak), Afghanistan (MTN), Philippines (Philtower) and Mali (Orange) establishing ieng Group as a trusted regional player and expanding revenue base by 35%.
- **Operational Excellence & Cost Optimization:** Transformed fuel management across 20,000+ sites, reducing losses from industry average of 5-8% to <2% on 125 million Liters annually, generating savings exceeding \$4M. Implemented end-to-end supply chain controls across collection, transportation, pouring, and consumption phases with real-time IoT-enabled monitoring infrastructure.
- **Digital Transformation Leadership:** Led migration of 20,000+ sites to proprietary digital cloud based and RMS platform, developing in-house features based on operational requirements and regional challenges. Pioneered AI-based security modelling with successful POC and pilot deployment in Pakistan, reducing security incidents by 30% and improving incident response time by 40%.
- **ESCO Business Development:** Won and launched 3 Energy Service Company (ESCO) projects totalling 3,300 sites across 3 countries within 3 years, achieving >90% technical proposal success rate in competitive tenders. Navigated complex regulatory environments (B2G), working with government bodies and establishing long-term contracted revenue streams.
- **Network Performance Enhancement:** Established centralized Global NOC supporting 8 countries, improving network data integrity by 20% and reducing Mean Time to Repair (MTTR) by 25%. Enhanced SLA compliance from 92% to 98% through standardized processes and real-time monitoring capabilities.
- **Organizational Development:** Designed and implemented centralized training and knowledge management system across 8 operating companies, improving resolution time by 15%, enhancing team skill matrix scores by 20%, and reducing time-to-competency for new hires by 40%.

- **Complex M&A Integration:** Led post-acquisition integration of Orange network takeover (2,600 sites from outgoing partner), ensuring zero customer disruption, 100% knowledge transfer, and seamless transition within 90-day window while maintaining all contractual SLAs.

PROFESSIONAL EXPERIENCE

ieng Group | Group O&M Head

2019 – Present | Multi-Country Operations (Myanmar, Afghanistan, Pakistan, DR Congo, Nigeria, Uganda, Philippines, Mali)

Leadership Scope: Functional head for O&M business unit across 8 countries managing 20,000+ sites (macro/micro sites, core/data centers, transmission networks, FTTX). Direct oversight of 300+ staff with matrix leadership of 1,000+ across all operating companies. Responsible for annual P&L performance including revenue management, gross margin optimization, OPEX control, and EBITDA delivery across active (telco) and passive (non-telco) maintenance services.

Key Responsibilities & Achievements:

- **Financial Performance:** Delivered 95% budget achievement rate across operating companies through disciplined cost control and revenue enhancement initiatives. Maintained gross margins within target ranges while managing inflationary pressures and currency fluctuations across 8 markets.
- **Client & Stakeholder Management:** Serve as primary interface with 14 different clients (MNOs, TowerCos, OEM vendors including Ericsson, Nokia, Huawei) across 8 countries. Regular reporting and strategic planning with C-suite stakeholders, ensuring long-term contract renewals and expansion opportunities. Successfully maintained 100% client retention over 5-year period.
- **Global NOC & Service Delivery:** Established and lead centralized Global NOC providing 24/7 network monitoring and support. Manage outsourced network operations under BPO model, ensuring service excellence for both front office (field operations) and back office (reporting, analytics, documentation) functions.
- **Energy Management Excellence:** Lead Global Energy Desk managing 125 million liters of fuel annually with <2% losses (vs. industry standard 5-8%). Expertise across multiple fuel contract models including ESCO, consumption-based, and transportation-based frameworks. Implemented IoT sensor infrastructure (capacitive, resistive, pressure-based) with multipoint calibration across diverse tank configurations.
- **Business Development & Tendering:** Lead technical and commercial proposal development for new markets across Asia and Africa with >90% win rate. Responsible for BOQ preparation, solution architecture, resource planning, and competitive pricing strategies. Successfully secured major contracts including FTTX deployment in DRC and multiple tower company partnerships.
- **Project Transition & Launch Management:** Orchestrate end-to-end project mobilization including pre-arrangements of human capital, logistics infrastructure, and financial resources. Notable launches include Pakistan operation (7,000+ sites), Apollo Towers (1,200 sites), Afghanistan L1+L2 transition from Ericsson (1,500 sites), Nokia operation takeover (1,200 sites), and FTTX project in DRC.
- **Risk Management & Business Continuity:** Conduct comprehensive risk assessments across all operating companies, categorizing financial and operational challenges with contingency planning. Close coordination with HR, Procurement, Logistics, Finance, and support functions to ensure business resilience across politically and economically volatile markets.

- Performance Management Systems: Designed and implemented KPI evaluation frameworks for all staff and key departments across 8 operating companies. Monitor and ensure all acceptances (UAC, PAC, FAC) meet agreed SLAs, scope definitions, and timelines for both incoming and outgoing activities.
- QHSE Leadership: Champion quality, health, safety, and environmental standards adherence across all operations, ensuring compliance with international EHS policies and local regulatory requirements.

ieng Myanmar | O&M Head

2015 – 2019 | Clients: Apollo Towers, Panasia Towers, Irrawaddy Green Towers (IGT)

- P&L Ownership: Managed \$5M revenue operation with 2,500 sites featuring diverse power solutions (grid, DG, solar) across 3 TowerCo clients. Led team of 300+ employees while maintaining financial KPIs for business stability through revenue growth and gross margin optimization.
- Multi-Client Contract Management: Successfully managed 9 different power solution configurations across 3 distinct client contracts, each with unique SLAs and KPIs. Developed client-specific performance dashboards against both contractual and excellence-level SLAs.
- Operational Leadership: Led integrated NOC, Fuel Desk, and Maintenance teams to deliver optimum cost savings for clients while ensuring network availability targets. Maintained strict adherence to quality, health, safety, and environmental standards.

Earlier Career Progression

2015 | Sublime Wireless Inc. – RF Project Lead (4G LTE Rollout, Sprint/Verizon) – Led RF operations meeting project targets, client liaison, and RF planning support.

2011–2015 | Warid Telecom Pakistan – Area Manager Network Operation – Managed 800+ sites ensuring network availability KPIs, cost optimization, and vendor management for B2C services to millions of subscribers.

2011 | Huawei Technologies Pakistan – Team Lead Telco – Managed Telenor Pakistan transition from NSN to Huawei, ensuring service delivery and SLA compliance.

2007–2011 | EPTSC (Orascom Telecom) – Regional Team Lead – Managed active and passive operations for 400+ sites at regional level.

2007 | ZTE Pakistan – ISP Engineer (OMC) – Network monitoring, alarm management, and field support.

EDUCATION & PROFESSIONAL CERTIFICATIONS

Master of Business Administration (MBA) – Virtual University, Lahore, Pakistan (2013)

BSc Electrical Engineering – University of Engineering & Technology, Lahore, Pakistan (2003–2007)

Pakistan Engineering Council Registered Engineer – License # Elect 22713

Project Management Professional (PMP®) – PMI® Certification #3135719

Lean Six Sigma Green Belt® – License #66818243

EXECUTIVE DEVELOPMENT

Leadership & Management: Become an AI-Powered Manager, Executive Presence for CXOs, Leading Teams Effectively, Economics for Business Leaders

Strategic & Operational: Client Relations & Negotiation, Operational Excellence Foundations

Languages: English (Fluent), French (A-1)