

Summary

- **Started as a Switching Engineer:** Gained foundational experience in maintaining and troubleshooting telecommunications switching systems in Pakistan and the UAE (1996-1999).
- **Progressed to Management and Leadership Roles:** Took on increasing responsibility, managing teams and overseeing the operation and maintenance of critical telecommunications infrastructure in Pakistan (1999-2007).
- **Transitioned to Project Management:** Led large-scale IT and telecom infrastructure projects for major companies in Saudi Arabia, including Saudi Telecom Company (STC), Alcatel-Lucent, and Saudi Business Machines (SBM) (2007-2016).
- **Specialized in Program Management:** Managed complex, multi-million dollar projects for government agencies and large corporations, including the Ministry of Interior (MOI) and Mobily (2014-2021).
- **Currently a Project Management Consultant:** Leading the development of cutting-edge technology solutions and secure network infrastructure for NEOM City (2021-Present).

Key Skills and Expertise:

- **Telecommunications:** Deep understanding of PSTN, ISDN, NGN, IP/MPLS, FTTX, and other core technologies.
- **Project Management:** Proven ability to plan, execute, and deliver complex projects on time and within budget.
- **Network Infrastructure:** Extensive experience in designing, implementing, and managing secure network solutions.
- **Managed Services:** Expertise in delivering SLA-based ICT services to diverse sectors.
- **Team Leadership:** Demonstrated ability to build and motivate high-performing teams.

Key Achievements:

- Led the delivery of a SAR 37M secure WAN for NEOM City.
- Managed a national-level Managed Services Program for Mobily.
- Directed the MIFON-II Secure Data Network Project for the MOI (valued at 100 million SAR).
- Re-engineered business operations for FTTX services at STC.
- Deployed and integrated cutting-edge Fixed Access Network technologies for Alcatel-Lucent.

I Have a strong track record of success in the telecommunications industry, with a focus on project management, network infrastructure, and emerging technologies. They are a results-oriented leader with a proven ability to drive business growth, improve operational efficiency, and exceed customer expectations.

Project Management Consultant (Capability Development Dept.)

NEOM City — Jun 2021 – Present

Led the design, evaluation, planning, and delivery of a SAR 37M secure Corporate Wide Area Network (WAN) incorporating optical transport, IP/MPLS data network, and connectivity between two data centers, 10 remote sites, and a Network Operations Center (NOC). Initially worked as an IBM employee on this project for the first year.

Key Responsibilities & Achievements:

- **Project Planning & Delivery**
 - Authored comprehensive technical **Scope of Work (SOW)**, procurement documentation, and **RFPs** for fiber connectivity infrastructure projects.
 - Planned expansions for ISP and OSP public safety networks for second and third wave deployments across NEOM.
 - Directed **vendor selection**, project planning, implementation, and acceptance testing to ensure smooth project delivery.
 - Maintained alignment with NEOM's **Engineering and Technical Standards (ETSD)** across all designs and processes.
- **Technology Roadmaps & Strategy**
 - Developed annual connectivity budgets based on detailed project SOW and resource estimation.
 - Collaborated with consulting firms to create **Technology Roadmaps** for mobile, mission-critical communication, data connectivity, and innovative solutions addressing connectivity gaps.
- **Proof-of-Concept Execution**
 - Orchestrated cutting-edge technology PoCs, covering robotics, drones, laser fencing, AI-powered video analytics, and more, to enhance NEOM's public security infrastructure.

Key Technology Proof-of-Concepts (PoCs)

1. Physical Security

- Intelligent Access Covers (IAC)
- Next-Generation Police Robots (NGPR)
- Laser Beam Shield (Border Control)
- Body Cameras – Digital Badges
- Weapon Detection Scanners

2. Border Security Technologies

- Autonomous Security Drones (ASD)
- Neom Border Security Systems
- Radar Coverage Assessment (RCA)
- Gunshot Detection Systems
- Perimeter Security & Anti-Drone Systems
- RFID Border Crossing Solutions

3. Surveillance & Monitoring

- Special Surveillance Cameras
- 4D Radars & Hi-Density Aerial Imaging
- AI-Powered Video Analytics & Ultra-Broadband Location Tracking

4. **Innovative Mobility & Transportation**

- Hovering Bikes & Flying Vehicles

5. **Virtual Reality & Simulation**

- Augmented Reality for NOCs
- Sense Glove – Virtual Reality for Safety

6. **Communication & Intelligence**

- Critical Communication Systems (CCC)
- Defense Security Intelligence Platforms
- AI Engines for Threat Detection
- 5G Drone Internet Coverage Solutions

7. **Power Innovations**

- Smart Box Power for Remote Energy Solutions

8. **Advanced Command & Control**

- C4I Command & Control Solutions

9. **Cybersecurity**

- Quantum-Safe Blockchain Security
- Cybersecurity Encryption Strategies

Program Manager (Managed Services)

Emircom — 2016 – April 2021

Managed a national-level **Managed Services Program** for Mobily, providing a comprehensive ICT product suite of hosted and SLA-based services (24x7x365) to corporate end customers across healthcare, education, government, and banking sectors. Supervised a team of 140 employees, ensuring operational excellence and service delivery across diverse ICT solutions.

Key Responsibilities & Achievements:

- **ICT Managed Services Operations:**
 - Delivered and ensured SLA compliance for a wide range of services:
 - **Infrastructure as a Service (IaaS)**
 - **Cloud Platform Services (Virtustream)**
 - **Disaster Recovery as a Service (DRaaS)**
 - **Software as a Service (SaaS)**
 - **Managed Router Services (MRS)**
 - **FTTB (Fiber to the Building) Operations**
 - **Smart Hand Support (SAP, Oracle)**

- **Managed Security & Anti-DDoS Solutions**
- **Secure Internet Services**
- **Service Fulfillment, Field Operations, and Data Center Cabling**
- **Co-Location Tier-3/4 Data Centers**
- **Performance Excellence & SLA Compliance:**
 - Maintained **100% SLA compliance** throughout the contract duration across all services.
 - Oversaw **proactive network monitoring** and field support for remote sites, ensuring uninterrupted service for critical connectivity across **200+ Ministry of Health (MOH) hospitals and clinics** nationwide.
 - Enhanced security and reliability through **CCTV monitoring, theft protection, fire alarm systems, and redundant connectivity solutions.**
- **Team Leadership & Process Optimization:**
 - Fostered a highly motivated and cohesive team, enabling high performance under challenging targets and deadlines.
 - Developed and refined operational processes to meet customer expectations and quality KPIs.
- **Reporting & Decision Support:**
 - Designed and delivered comprehensive **weekly, monthly, and yearly performance reports** covering network and operational KPIs. These reports enabled strategic decision-making for Mobily's top management.
- **Business Development & Technical Contributions:**
 - Developed RFP responses and technical write-ups for new bids, supporting the sales team in project selection, **SOW definitions**, and proposal negotiations.
 - Managed multiple **proof-of-concepts** for hardware, software patches, and SW solutions to ensure readiness before deployment.

Key Results:

- Ensured uninterrupted service continuity for **healthcare, education, government, and banking sectors** through robust network availability and security measures.
- Supported critical Ministry of Health projects with secure, scalable, and redundant solutions, safeguarding healthcare operations across remote and urban areas.
- Positioned Emircom as a trusted partner for Mobily by achieving consistent SLA targets and proactive customer engagement.

Program Manager (PMO)

Bin Laden Group Hasoub (HSB) – Saudi Arabia — 2014 – 2016

Directed the **MIFON-II Secure Data Network Project** for the Ministry of Interior (MOI), valued at **100 million SAR**, to establish an optical backbone network connecting **40 MOI sites**. Delivered the project using **Cisco solutions**, managing end-to-end implementation, including ISP, OSP, subcontractors, and field operations.

Key Responsibilities & Achievements:

- **Project Delivery:**
 - Successfully managed project resources, progress tracking, completion timelines, and budget oversight to ensure timely and efficient delivery.
 - Secured **customer approvals for materials, designs, and works**, streamlining the acceptance process.
- **Scope & Profit Optimization:**
 - Negotiated and secured **10% additional scope of work (SOW)** from the customer to address unforeseen changes.
 - Achieved a **3% profit increase** over the baseline by optimizing resource allocation and cost management.
- **Business Growth & Expansion:**
 - Led the execution of a similar sub-project with a newly developed project team, contributing to organizational growth.
 - Authored and submitted technical proposals for three additional project phases worth **700 million SAR**, securing contracts for future phases.
- **Stakeholder Management:**
 - Directed multiple subcontractors and suppliers for materials, services, and field operations, ensuring seamless coordination among diverse stakeholders.
 - Oversaw the **ISP and OSP workstreams**, resolving on-ground challenges while maintaining compliance with MOI standards and requirements.

Consultant, Enterprise Business Unit (EBU)

Saudi Telecom Company (STC) — 2012 – 2013

Re-engineered business operations for the **FTTX (Fiber to the x)** service in the Enterprise Business Unit, driving enhancements in service provisioning, post-sales operations, and maintenance to boost customer retention and operational efficiency.

Key Contributions & Achievements:

- **Business Process Reengineering (BPR):**
 - Designed and implemented a project plan to streamline operational workflows and improve service delivery.
 - Achieved a **25% improvement in customer response time** to calls received on the **907/906 Toll-Free Number**.
- **Network Optimization & Cost Savings:**
 - Identified and recorded **previously unaccounted fiber network infrastructure**, enabling its utilization to reduce CAPEX and unlock additional revenue opportunities.
- **Fault Management Efficiency:**

- Reduced fault resolution times by **25%** by developing integrated processes between operations and technical teams.
- **Customer Retention:**
 - Minimized service termination rates by implementing enhancements to **post-sales services**, improving overall customer satisfaction.

Program Manager, NSS (Network Systems and Solutions)

Saudi Business Machines (SBM) — 2010 – 2012

Directed large-scale **IT and telecom infrastructure projects** for **Rayadah Investment Company (RIC)**, delivering state-of-the-art broadband and next-generation network (NGN) Triple Play services for ITCC (Information Technology and Communications Complex) and KAFD (King Abdullah Financial District). Led a team of Cisco-certified consultants and project managers to design, implement, and operationalize advanced technology solutions.

Key Contributions & Achievements:

- **Mega Project Leadership:**
 - Delivered high-tech **data network infrastructure** across ITCC and KAFD campuses, supporting integrated solutions for broadband, WiFi, voice, IPTV, and FTTX networks.
 - Managed the end-to-end delivery of Tier-4 **Data Centers**, including MPLS backbone, network security, and NMS platforms.
- **Technology Integration & Proof of Concept:**
 - Successfully launched a **pilot site** to showcase network capabilities, service integration, and user experience.
 - Conducted **proof of concept (POC)** for complex, cutting-edge technologies, ensuring alignment with project objectives.
- **Service Provisioning & BSS/OSS Integration:**
 - Designed and deployed service provisioning workflows, integrating with **BSS** (Business Support Services) and **OSS** (Operational Support Services).
 - Delivered solutions for prepaid and postpaid billing, credit card integration, KPI monitoring, inventory management, and web portal development.
- **Telecom Infrastructure Development:**
 - Supervised the design and implementation of:
 - **Voice Networks:** Cisco CUCM, IP Centrex, unified messaging, and Movius platforms.
 - **Head-end IPTV:** Integrated platforms for enhanced service delivery.
 - **WiFi & FTTX Networks:** Ensured seamless connectivity across large campuses.
- **Stakeholder & Financial Management:**
 - Managed relationships with customers, vendors, subcontractors, and internal teams to address project challenges and ensure successful delivery.

- Oversaw financial management, quality assurance, and contractor performance for all workstreams.
- **Strategic Support & Operations:**
 - Supported **STC Enterprise Business Unit (EBU)** in validating service packages and establishing SLAs for network operations.
 - Guided the setup of a new **Network Operations Center (NOC)** and provided consultancy on operational workflows.
 - Assisted RIC in launching **RICTEL**, a new telecom service provider, including infrastructure and operational setup.
 - This role involved the successful delivery of a large-scale, complex IT and telecommunications project, demonstrating strong leadership and technical expertise.
- Experience in delivering cutting-edge technologies, including **NGN Triple Play services**, to a demanding customer base.
- Proven ability to manage and motivate high-performing teams to achieve project objectives and exceed customer expectations.

By incorporating these changes, this revised role description will be more effectively recognized and indexed by ATS and CMS systems, increasing its chances of being seen by potential employers.

Technical Project Manager, Fixed Access Division

Alcatel-Lucent, Saudi Arabia — 2007 – 2010

Hired by the General Program Manager to resolve technical design and implementation challenges for **Saudi Telecom Company** projects. Played a pivotal role in deploying and integrating cutting-edge **Fixed Access Network** technologies, ensuring smooth operations and customer satisfaction.

Key Contributions & Achievements:

- **Advanced Technology Deployment:**
 - Spearheaded technical issue resolution and led **proof-of-concept (POC)** initiatives for state-of-the-art Alcatel-Lucent products, including **NGN, FTTX, MSAN, GENBAND, DWDM**, and Core Fixed Access Network solutions.
 - Ensured successful validation and performance benchmarking of complex systems prior to large-scale deployments.
- **Landmark NGN Deployment:**
 - Directed the rollout and seamless integration of **1,500 MSAN nodes**, marking the **first-ever NGN (Next-Generation Network)** deployment for Saudi Telecom.
 - Coordinated cross-functional teams, aligning engineering, implementation, and testing efforts to meet tight project deadlines.
- **Problem Solving & Technical Leadership:**

- Resolved critical design and implementation challenges, enabling timely project delivery and adherence to client requirements.
- Demonstrated expertise in network integration and scalability, driving improvements in efficiency and reliability.

Manager Interconnects and Regulations

Pakistan Telecommunication Company Limited (PTCL), Pakistan — 2006 – 2007

Oversaw interconnect implementation and regulatory compliance for PTCL, enabling seamless integration of new telecom operators into the national network. Played a key role in fostering industry collaboration and expanding telecom infrastructure.

Key Contributions & Achievements:

- **Reference Interconnect Offer (RIO):**
 - Developed and implemented the **Reference Interconnect Offer (RIO)**, ensuring regulatory compliance and facilitating interconnect agreements with major national telecom carriers.
- **Successful Interconnect Deployment:**
 - Directed the successful interconnection of new telecom operators, including **Mobilink, Warid, Telenor, and Ufone**, with PTCL's infrastructure across the Punjab Region.
 - Supervised technical implementation, operational readiness, and integration processes to ensure smooth network interoperability.
- **Industry Collaboration:**
 - Acted as the primary liaison between PTCL and new licensed operators, streamlining negotiations and aligning technical standards to operational requirements.

Director Switching & Transmission

Pakistan Telecommunication Company Limited (PTCL), Lahore, Pakistan — 2003 – 2005

Directed the operation and maintenance of the **PSTN telecom network** for the Lahore region, overseeing local and transit exchanges. Managed a large, multidisciplinary team to enhance network performance, reduce costs, and ensure reliable service delivery.

Key Contributions & Achievements:

- **Network Reliability Improvements:**
 - Reduced **network outage time by 70%** by ensuring timely supply of essential spares and improving maintenance processes.
- **Operational Efficiency:**
 - Achieved a **40% reduction in operational expenditure** through improved financial management and process optimization.
- **Employee Engagement and Performance:**

- Implemented an **Employee Recognition Program**, boosting morale and significantly enhancing team productivity and service quality.
- **Revenue Data Security:**
 - Modernized data storage systems by replacing **obsolete magnetic tape systems** with **optical disk drives**, ensuring the safety and integrity of billing data for all regional exchanges.

Resident Expert Switching

Lucent Technology International, Saudi Arabia — 1999 – 2002

Provided **Tier-3 technical support** at the **ETAC (Engineering Technical Assistance Center)** to Saudi Arabia Telecom Company (STC), ensuring the operational reliability of over **100 5ESS PSTN telephone exchanges** within a stored program-controlled (SPC) network.

Key Contributions & Achievements:

- **Network Reliability & Issue Resolution:**
 - Diagnosed and resolved complex technical problems across the PSTN network, ensuring seamless communication services for millions of users.
- **Software Release Management:**
 - Conducted rigorous **testing of software releases and temporary system updates (Temp SU)** in the lab environment prior to deployment, mitigating risks and ensuring system stability during network-wide rollouts.
- **Technical Expertise:**
 - Delivered high-quality support and consultancy to STC's technical teams, reinforcing the reliability and scalability of their telecom infrastructure.

Engineer Switching

Emirates Telecommunication Co (ETISALAT), Abu Dhabi, UAE 1996 – 1999

Telecommunications Systems Maintenance:

- Maintained critical switching equipment within the Abu Dhabi region, including PSTN (Public Switched Telephone Network) switches, Mobile Switching Centers (MSCs), and transit switches.
- Conducted preventative maintenance activities to ensure optimal system performance and minimize downtime.
- Actively troubleshooted and resolved technical issues related to switching equipment and network connectivity.

Maintained PSTN, MSCs, and transit switches for the Abu Dhabi region, performing preventative maintenance and troubleshooting.

Divisional Engineer OMC, Pakistan Telecommunication, Lahore

1996 to 1999

Responsibilities:

- **Telecommunications Systems Maintenance:**
 - Conducted preventative maintenance and operational support for Siemens PSTN/ISDN local and transit telephone exchanges within the Lahore region.
 - Proactively diagnosed and isolated faulty hardware components within the telecommunications infrastructure.
- **Network Performance Optimization:**
 - Performed digit translations and charging analysis to ensure accurate billing and efficient network operations.
 - Investigated and resolved complex routing issues within the telecommunications network.

This role involved the maintenance and support of critical telecommunications infrastructure, ensuring reliable and efficient network services for a large customer base.

This experience provided a strong foundation in telecommunications engineering principles and practices, including network architecture, fault finding, and performance optimization.