

HAYTHAM IBRAHIM

ICT Management & Marketing Professional

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Dynamic ICT Management & Marketing Professional with over 15 years of rich experience in Technology, Management and Marketing sectors. Adept at driving technological advancements, management and marketing strategies, I have played pivotal roles in management, service excellence and customer satisfaction. My expertise lies in formulating and executing innovative strategies to meet pre-established targets and business goals. Fluent in Arabic and English, my core competencies include strategic management, effective leadership, and exceptional communication skills, underpinned by a strong analytical mindset and a passion for continuous learning.

WORK EXPERIENCE

2022 – Present

Supervisor, Network Operation Centre | Canar Telecommunication Company | Khartoum, Sudan

- Lead and manage the NOC team, fostering a collaborative and efficient work environment.
- Implement and enforce NOC policies and procedures to maintain network management
- Provide training and support to NOC staff, ensuring a high level of technical competence and readiness.
- Develop strategies to improve overall network performance and customer satisfaction.
- Prepare and review reports and presentations on network performance and incident handling.
- Act as the primary point of contact for follow up and data collection.

January 2017 – 2022

Business Owner | Khartoum, Sudan

- Close attention to all aspects of business operations, management, marketing and customer service.
- Developed and executed marketing campaigns that significantly boosted customer engagement.
- Maintained a strong focus on customer satisfaction, leading to increased loyalty and retention.

January 2016 - December 2016

Marketing and Sales Deputy Director | Abu Tamra Natural Essential Oil Company | Khartoum, Sudan

- Led marketing and sales initiatives, improving brand recognition and revenue.
- Implemented customer feedback mechanisms to tailor products and services to market needs.
- Managed a diverse team, promoting a collaborative environment for innovative marketing strategies.
- Prepare and arrange for meetings with business related partners.

Sudan Telecommunication Company (SUDATEL) | Khartoum, Sudan

Team Leader (July 2014 - January 2016)

Responsibilities and Achievements

- Directed a team of engineers to minimize downtime and enhance telecom service efficiency.
- Developed strategies for improved customer experience and service stability.
- Actively engaged in answering and responding to customer issues, phone calls, problem-solving to meet and exceed customer expectations.
- Responsible team management.

Manager of Managed Telecom Services (2011-2013)

Responsibilities and Achievements

- Administration and control of a telecom services system
- Follow up with other sections about the work process and progress .

Network Performance Supervisor (2010-2011)

- Responsibilities and Achievements:
- Conducted in-depth network performance analysis to ensure optimal functioning.
- Successfully met targeted Key Performance Indicators (KPIs).
- Supervised and managed network vendors, leading the communication with the concerned parties ensuring adherence to Service Level Agreements (SLAs) and Operational Level Agreements (OLAs).

Wireless Network Supervisor (2009-2010)

- Responsibilities and Achievements:
- Monitor and evaluate the performance
- Manage the wireless sites database and submitting effective technical solutions.
- Awarded a Recognition Certificate from the Chief Technical Officer.

Lead Engineer for Terminal Testing (2005-2009)

- Responsibilities and Achievements:
- Head of the terminal testing Team, overseeing the testing and evaluation of mobile phones.
- Proposed and developed impactful technical solutions.

Network Operations Engineer (2002-2004)

- Responsibilities and Achievements:
- Provided regular reports and presentations on network status and performance.
- Ensuring accurate and efficient management of documents and files.
- Troubleshoot and resolve network problems.
- Plan and implement work activities.

QUALIFICATION PROFILE

Bachelor of Science in Computer Science

- Institution: Omdurman Ahlia University, Sudan
- A comprehensive program focused on various aspects of computer science, systems analysis and information management.

Project Management Professional (PMP) Course

- Institution: PMP Professional Learning , UK .
- Completed a detailed course in project management, covering methodologies, tools, and best practices in line with the Project Management Institute (PMI) standards.

Certified Six Sigma Green Belt

- Institution: American Institute for Skills Development (AISD)
- Obtained certification in Six Sigma methodologies, focusing on process improvement, quality management, and statistical analysis.

Certified KAIZEN Management System Practitioner

- Institution: American Institute for Skills Development (AISD)
- Specialized training in the KAIZEN philosophy, emphasizing continuous improvement, efficiency in operations, and waste reduction in business processes.

COURSES ATTENDED

Sudatel Academy | Sudan

- Communication Skills and Dealing with Others
- Quality of Services in Telecommunication Networks
- Advanced Excel
- Effective Business Communication

ZTE Corporation | China

- Customer Care and Billing

Huawei University | China

- WCDMA Radio Access Network (RAN)
- GPRS CG9812 Product
- Packet Switched (PS) Serving GPRS Support Node (SGSN) 9810
- PS Gateway GPRS Support Node (GGSN) 9811
- GPRS / UMTS Packet Switched Advanced Training

Aircom International | Khartoum

- E108 Asset Multi (GSM / UMTS)
- Myriad Capabilities

Reference Consultation & Business Development | Khartoum

- Effective Technical Report Writing

SKILLS

Technical Skills

- Knowledgeable in network management and optimization, with a focus on quality of service in telecommunication networks.
- Skilled in technical aspects of customer care and billing systems.

Project Management and Process Improvement

- Project Management Professional (PMP) principles.
- Proficient in Six Sigma methodologies for process improvement and quality management.
- Knowledgeable in KAIZEN management systems, emphasizing continuous improvement and efficiency.

Communication and Interpersonal Skills

- Strong communication skills, both verbal and written, as demonstrated by training in effective business communication and technical report writing.
- Experienced in communication skills and dealing with others, facilitating effective teamwork and client relations.

Analytical and Problem-Solving Skills

- Ability to analyze complex technical information, as evidenced by training in various telecommunications technologies.
- Proficient in problem-solving and technical troubleshooting.

Leadership and Team Management

- Demonstrated leadership skills in managing and supervising technical and non technical teams.
- Experience in fostering a collaborative and efficient work environment.
- Cross-Cultural Competence:
- Exposure to international training environments, such as ZTE Corporation in China and Huawei University, enhancing cross-cultural communication skills.

IT and Software Proficiency

- Familiarity with various IT systems and software .