Mohammad Mokdad

Senior Telecom Engineer

Personal details

Email address	mohammadmokdad5565@gmail.com
Phone number	+96170090404
Address	Beirut,Lebanon
Date of birth	January 1, 1998

Education

Sep 2020 - Jun 2022
Masters Degree in Management Information Systems
Lebanese International University, Beirut

Jan 2023 - Nov 2023
Diploma in Project Management
Lebanese American University, Beirut

Employment

Sep 2021 - Present
Senior Routing Engineer
Monty Mobile, Beirut
- Monitor and improve service quality, focusing on SMS delivery and Data services
- Advanced troubleshooting of complex delivery issues.
- Work with NOC, System and DEV team on advance issues
- Escalation point to customer issues related to service delivery
- Team Project Management

Sep 2016 - Mar 2021
Customer Service Representative
Alfa Telecom, Beirut
- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction

Certificates

Amazon Web Services Cloud Practitioner, Amazon

Introduction to Programming Using Python, SE Factory

Oracle Database 12c: SQL Fundamentals, Oracle

Networking Essentials, Cisco