

CHARBEL M. CHEDID

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OPERATION & MAINTENANCE MANAGEMENT PROFILE - TELECOM PROJECTS

Assertive and self-driven professional offering 10 years' experience in rollout, operation & maintenance of multi-site & multi-network telecom projects. Strong leader and performance-oriented team player with excellent communication skills and flexible approach, adaptable to fresh challenges and working environment.

PROFESSIONAL SUMMARY

Extensive service provider domain experience in operation & maintenance of network and site infrastructure of telecom operators, as well as network operation experience in operator domain.

Track record of successfully managing multi-site SIMS (Site Integrated Maintenance Services) project for telecom operators while meeting maintenance cost objectives and agreed service level.

Proven ability to streamline business process for service delivery in order to enhance resources productivity & manpower utilization efficiency, optimize cost & quality of service, and maximize network availability.

Proficient in developing project life-cycle plan and setting project organization structure including communication and reporting systems; organize and deploy resources, implement controls on material & consumables cost, monitor team performance, and prepare/deliver regular reports to management and customers.

Hands on experience in turnkey rollout projects supervision including site construction, provisioning of power supplies packages, towers and RF work, etc.

Core competencies include:

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|----------------------------|----------------------------|----------------------------|
| ✓ Planning & Organization. | ✓ Assets & Network Maint. | ✓ Spare Part Management. |
| ✓ Procedures Development. | ✓ Network Ops. Managemt. | ✓ Performance Managemt. |
| ✓ Policies Implementation. | ✓ Conflict Management. | ✓ OPEX Budgeting/Control. |
| ✓ Contracts Management. | ✓ Network Faults Analyses. | ✓ Team Bldg. & Leadership. |

PROFESSIONAL EXPERIENCE

Operations and Maintenance Manager @ APM Tanzania LTD

since October 2015

Responsibilities

- Handling the Airtel maintenance project.
- Plan schedules for the generators preventive, Towers and infrastructure maintenance for Airtel.
- Analyzing network faults and outage patterns and deciding on solutions to maximize uptime.
- Create and tailor procedures for the centralized NOC for optimum outcome.
- Organize and Supervise the NOC and ensure alarms and other sites activities are captured, escalated and treated on time.
- Implement procedures for spares management to monitor the stock transactions for accurate inventory and to prevent theft and other unwanted activities.
- Manage the Rollout project for Airtel , including Contractors and costumer management ,detailed project planning and tracking to meet the expected deliveries on time with great quality and within budget.

Operations and Maintenance Manager @ I.H.S TOWERS CAMEROON SARL

Jun 2013- Sep 2015.

Responsibilities

- Managing services and upgrades for MTN, Orange Cameroon.
- Providing technical support to field teams and the subcontractors, and planning procurements.
- Ensuring excellence in service delivery strictly as per Service Level Agreement.
- Planning, directing and controlling preventive & corrective maintenance of client assets and networks.
- Overseeing day to day network operations and monitoring performance.
- Analyzing network faults and outage patterns and deciding on solutions to maximize uptime.
- Implementation and the deployment of the new monitoring system platform for the company.
- Reviewing and validating contractors' invoices to exercise control on diesel and maintenance costs.

Achievements

- Reduced the MTTR.
- Increased power availability
- Devised and implemented new solutions and improved OPEX reduction.
- Improved contractor management and control procedures.

Feb 2012 - May 2013.

Technical Support Manager @ LEDZ SARL

- Supported installation and maintenance of LED Screens (outdoor and indoor) for advertising and commercial use across various regions in Lebanon (Tripoli, Batroun, and Beirut).

Field Maintenance Manager @ I.H.S. Nigeria PLC

May 2010 - Dec 2011.

Responsibilities

- Oversaw "SIMS project" of MTN Nigeria BTS sites across Abuja, Kogi, Nasarawa, Akwa Ibom, Cross River, Portharcourt, Anambra and Delta regions.
- Involved in planning of preventive and corrective activities, sites security, civil maintenance, DC and AC power maintenance, generator overhauling, diesel supply, RF, MW and BTS maintenance, spare parts management.
- Managed NOC operations, tasks and reports to improve MTTR.
- Implemented and supervised procedures for diesel supply and monitored consumption to remain within standards.

Achievements

- Improved operational profit by 2% by implementing cost control measures.
- Increased number of managed sites by 23%.

Regional Maintenance Manager @ I.H.S. NIGERIA PLC

June 2007 - Apr 2010.

Responsibilities

- Responsible for maintenance of the MTNN Nigeria BTS sites "SIMS" project covering Akwa ibom, Abuja, kogi, Nasarawa and part of Kaduna states and for the rollout project for the MTN and Zain.
- Developed full-scale project plans and associated communications documents.
- Prepared weekly project status reports for senior management.
- Generated monthly reports for presentation to customers.
- Created warehousing procedures to control the stock with high precision.

Achievements

- Increased and sustained network availability from 92 to above 99.9%.
- Enhanced standards of services and overall performance and at the same time reduced cost by implementing cost saving plans.
- Enhanced quality in the rollout section and reduced snags in the BTS sites build.

Rollout Field Support Supervisor @ I.H.S. NIGERIA

Mar 2005 - May 2007.

Responsibilities

- Supervised and audited the green fields BTS turn Key site build (civil work, Shelters assembling AC and DC Power work, tower erection and RF work) for Celtel and MTN major telecom operators nationwide.
- Supervised the Total renovation of the Mtel sites in Cross river, Akwa ibom and Lagos states.
- Developed policies, auditing procedures and check lists to increase quality.

Achievements

- Improved customer satisfaction and reduced the overall snags.
- Reduced time frames in site building delivery.

EDUCATION & TRAINING

- **Diploma in Industrial Computer Science, Universite Libano Frangaise, 1999 - 2002.**
- **CCNA certified.**

OTHER PARTICULARS

- **Date of Birth: March 01, 1981.**
- **Languages Known: Arabic, English, and French.**
- **Computer Proficiency: MS Office, MS Project.**
- **Nationality: Lebanese.**
- **Marital Status: Married.**