

# Ali Al-Toubasy

## Technical Support Engineer

### Profile

*Technically sophisticated professional with extensive experience in delivering exceptional technical support and directing implementation of robust strategies and complex engineering procedures.*

Skilled in leading the planning and execution of large-scale network projects by employing metrics, risk management, and project management methodologies, while administering designated budget with zero discrepancies. Adept at providing technical support and guidance for FTTH projects' design, deployment, implementation, and acceptance. Expert at developing, directing, and shaping on-site teams by providing sound technical training and instilling a culture of professional development to exceed set performance expectations. Excel at authoring job qualifications standards for customer-facing services and building forecasting models to gain insight into multiple variables. Strategic problem-solver with a strong proficiency in installing, decommissioning, reconfiguring, and troubleshooting switches, routers, hardware, software, and systems in global architectures.

### Employment History

**Back-office engineer at Nokia Solutions & Networks, Saudi Arabia (Gulf Business Horizon Co. Contract), 2018 — Present**

**Project: Zain KSA Public Wi-Fi / FTTH Operations at Zain DC office BO (Back office engineer)**

Collaborate seamlessly with teams and provide on-site phone assistance. Spearhead the development and planning of wireless networks by implementing strategic enhancements. Provide seamless installation of hardware to ensure seamless integration into diverse networks. Deliver efficient product installations at customer sites by overseeing diverse engineering tasks. Leverage strong hardware and software troubleshooting skills in FTTH environments. Implement foundational understanding of basic project management methods.

- Improved operational efficiency by connecting diverse devices and systems.
- Resolved troubleshooting potential issues by creating, installing, and configuring network setups.
- Enhanced overall efficiency by optimising performance across all project processes.
- Rendered expertise in ONTs configuration and hardware troubleshooting on 5520 AMS (Access Management System).
- Modified 10K+ access points and 1600 switches across different cities by managing the extensive Zain Wi-Fi network in Saudi Arabia.
- Configured Alcatel-Lucent switches, including OD OS6465-P12, ID OS6350-P10, and ID OS6350-P24.
- Monitored various A.P.s (Access Points) such as AC400, AC400i, AC 210, AC 220m by employing dynamic and static configurations.
- Resolved technical problems within product families, formulated effective solutions, and promoted problem resolution in alignment with corporate processes.

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### Date of birth:

1st Jun 1989

### Nationality:

Jordanian

### Skills

Network Planning and Design  
Technical Support and Guidance  
Fiber Optic Design Standards  
Wireless Telecommunication Systems  
Project Management  
Systems Administration  
Fiber-Optic Infrastructure  
Hardware Installation  
Customer Lifecycle Engagement  
Device Interconnection  
Staff Training & Coordination

## **OSP Consultant at Alcatel-Lucent Ltd, Saudi Arabia**

2012 — 2018

### ***Projects handled: Zain KSA DWDM and FTTH***

Provided compliance with electromechanical specifications, power testing, and connection by leading all civil work related to the installation of a Telecom shelter. Played a key role in the entire design process from initial identification of route options to create final detailed design. Evaluated and documented clients' design requirements, supported the design team in creating detailed network drawings, and provided preliminary route designs. Led engineering team on design progress and addressed roadblocks encountered during the design phase. Composed stakeholders' expectations and facilitated communication between subcontractors and Baladiah to obtain necessary permits for Outside Plant (OSP) projects. Led the design and oversight of engineering, maintenance, and construction of outside fiber-optic plant networks. Formulated optimized plans for FTTx Connectivity, including integrated fiber and FTTx survey and planning. Directed all civil work for OSP projects, including trenching, duct laying, backfilling, manhole/handhole installation, rope shooting, and cable pulling. Planned civil routes for fiber networks by establishing locations for manholes, ducts, spans, splice closures, fiber optic cables, distribution network paths, and drop locations. Served as the site engineer for FTTH projects by contributing to developing OSP planning/design documentation, plans, and specifications.

- Owned control over comprehensive design content and generation of documents supporting the deployment of physical fiber infrastructure for Outside Plant communication facilities.
- Installed fiber to FDT cabinets and configured ONTs (Optical Network Terminals) on 5520 AMS (Access Management System).
- Conducted cable locating with cable locators before third-party activities on existing cable routes.
- Developed plans for the upgrade and augmentation of existing business or customer requirements by leading the planning for future OSP growth.
- Designed and modified (DWDM / FTTH) networks using AutoCAD to maintain customer coordination until project handover.

## **Education**

### **Diploma in Communications Technology**

Al-BALQA University

## **Certificates**

ACFE Omni Switch LAN Certified 2023

ZAIN K.S.A certificate of appreciation for Zain public WI-FI project.

NOKIA Training Mini MBA for telecom

TUWAIQ ACADEMY Linux devices training 2023

Mobile maintenance certificate Zain Jo-2010.