

KARIM IBRAHIM SALIH

Digital Transformation & OSS Manager | Telecommunication Engineer

📍 Oman / Egypt
eng.karim2010@gmail.com

☎ +968 95021221 (Oman) | +20 100 511 4559 (Egypt)



🌐 cv.karimsaleh.com | DOB: 10 July 1987 | Marital: Married | Military: Completed

PROFESSIONAL SUMMARY

Results-driven Digital Transformation & OSS Manager with 15+ years in telecommunications, combining deep technical expertise in network operations (2G/3G/4G/5G, GPON, MPLS, DWDM) with full-stack development capabilities (Laravel, Vue.js, JavaScript/jQuery). Proven track record of leading enterprise-scale OSS/BSS digitalization, driving operational efficiency through AI-driven automation, and delivering executive-grade dashboards and platforms. Key automation milestones include 98.87% Auto TT rate, GPON alarm compression at 99%, FTTH Fault Prediction at 56% accuracy, and MTTD reduction from 60 min to 3 min via FTTH Massive Fault Interception. Recognized for achieving the Highest AOMM Score in Oman (2.44) under TM Forum evaluation

PROFESSIONAL EXPERIENCE

Digital Transformation & OSS Manager

Sep 2025 – Present

Ooredoo Oman — Muscat, Oman

Key Deliveries & Achievements

- Led Ooredoo Oman's TM Forum AOMM Assessment, achieving the highest overall maturity score in Oman: 2.44
- **Domain scores:** Anomaly Detection 2.6 | Customer Complaint Management 2.4 | Customer Experience 2.3
- Driving autonomous operations roadmap: Intelligent Decisioning → Closed-Loop Automation → Predictive Operations → Proactive Assurance → AI-driven Orchestration
- Architecting and delivering OSS/BSS integration platforms across AUTIN, Huawei SmartCare, Nokia NetAct, and PRTG
- Leading development of executive dashboards and operational tools on the AUTIN platform (B2B, Crisis Management, Problem Management, KPI Automation)
- Spearheading GPON Alarms & PRTG NMS integration into AUTIN with automated trouble ticketing and proactive notifications
- Building AI/ML-powered operations capabilities including anomaly detection, face recognition, and LLM-based tooling (Ollama/Qwen2.5)
- Overseeing OSS process management, developer workload tracking, and 7-stage KPI workflow automation
- Managing Nokia REST Gateway OAuth2 and Huawei SmartCare CCA integrations for seamless OSS data flows
- Achieved Auto Trouble Ticket (TT) automation rate of **98.87%** (Feb'26), growing from 93.55% in Jun'25, processing 3,000–5,900 tickets/month with near-zero manual intervention across all network domains
- Delivered Alarm Compression rates: **GPON 99% | Core PS 98% | RAN 92% | MW 87%** — eliminating alert noise and dramatically accelerating fault response across all domains
- Architected **FTTH Fault Prediction (UC-10)** using Random Forest AI on 15-min performance data, achieving 56% prediction accuracy (785 predictions validated against real customer complaints)
- Deployed **FTTH Massive Fault Interception (UC-11)** with real-time topology-based OLT analytics, reducing MTTD from ~60 min → 3 min for Ooredoo Own fiber and enabling proactive OBB partner collaboration

- Engineered **B2B CR Auto Analysis** pipeline reducing end-to-end CR processing from 11 min → 2 min with full automation, auto-topology correlation, and instant business customer notification — zero human intervention
- Developed **CCUP – Agentic AI E2E Complaint Management Hub (ANL4)**, consolidating 10+ portals into a unified AI workbench; projected outcomes: complaint reduction 6–8%, FCR +15%, AHT -12%, MTTR -20%, L2 assignments -30%
- Deployed **ADX Auto Diagnosis & Self-Healing** across 2G/3G/4G/5G with 27 recovery scenarios, auto-diagnosing and autonomously recovering RAN, IP, TX, and MW faults without NOC intervention
- Implemented **Cross-Domain RCA** with topology-based alarm correlation, automatic parent-child alarm grouping, and fault localization across RAN, Core, GPON, SDH, IP, and MW — enabling single-ticket creation per root cause
- Led **Auto Topology Discovery & Generation** with continuous maturity improvement; resolved Ericsson/SIAE MAC report issues, back-to-back links, logical/physical port mismatches, and rural star site scenarios via locally developed scripts
- Expanded **MATELINE mobile app** with spares handling, SAR with 50m geofencing auto-validation against active CRs, snag management, live GIS field tracking, HSE checklists, and skill-based PM WO dispatch
- Built **SPMS (Spares Management System)** with QR code scanning, serial number tracking, auto-forecasting, consumable/passive/active asset management, and HUAWEI ISDP integration — eliminating manual tracking errors
- **Delivered 12 unified AUTIN infra dashboards** (Snag, Rectifier, COW, OSP, Power, HDG, Acceptance, FLM, NOC, Crises Management, Unified OEM Efficiency) consolidating all field operations into a single pane of glass

OMC Manager – B2B Operations

Aug 2024 – Sep 2025

Ooredoo Oman — Muscat, Oman

Y2025 KPI Performance

8,298 B2B Customers +4.2%	9.34% Fault Rate -8.4%	44 min MTTR -13.7%	6,303 Work Orders +7.7%	Cost Savings +232 migrations
---	--	--	---	--

Key Deliveries

- Delivered 9 digital transformation initiatives, positioning OMC as a digitalization center of excellence
- Automated KPI tracking, preventive maintenance scheduling, problem management workflows, and CR impact analysis — saving 548.5 man-hours annually
- Deployed CR B2B Impact Analysis system saving avg. 10 min/CR across 3,290 processed CRs
- Sent 57,568+ proactive B2B customer notifications during outages and maintenance windows
- Executed 232 service migrations across 107 sites (HVC: 61 | MVC: 49 | LVC: 122), delivering OMR 101,304 in savings
- Delivered 12 major enterprise projects: TRA, Bank Mashraq, Investment Bank, Sohar Bank, Vodafone-NES, Nama Electric Meters, SHELL Oman, ORACAL (ODP), Barr Al Jissah Resort, ITA Modernization, OLT Modernization (MA5612→MA5800), VSAT to Thurnait migration
- Upgraded PRTG NMS infrastructure and completed GPON alarm integration to AUTIN for real-time B2B service visibility
- Launched mobile field operations app with digital signatures and customer satisfaction capture
- Deployed PM Customer Appointment Portal (Business1503) for field team scheduling
- Presented Ooredoo at Ministry of Education Digital Transformation Workshop (E-School Project) — praised by Business Director Abdul Aziz Al-Abri
- Handled 9,368 total tickets with 90.66% resolution rate; peak month (Sep): 938 tickets

- Processed 3,290 Change Requests with 97.5% approval rate and 100% customer info completion

MS FM Assistant Manager – Digitalization & OMC

Sep 2021 – Aug 2024

Ooredoo Oman — Muscat, Oman

- Digitalized all infrastructure reports, workflows, and operational dashboards on the AUTIN platform
- Developed multiple executive dashboards: Snag Management, COW, Power System, Network Power Backup, OSP, B2B Preventive Maintenance, Datacenter Consumption (10 Oman locations), and KPI workflow systems
- Supported OMC to achieve B2B Assurance SLAs including P1/P2 resolution through PG deployment
- Managed Change Request approvals for all infrastructure activities and led regional FM team support
- Supervised OSP major tasks and coordinated CM/PM/ATP/DG field teams for SLA/KPI fulfilment
- Conducted monthly quality audits, PM tracker management, COW tracker, DG PM tracker, and passive spare tracker updates
- Led SR projects (BBU Card replacement, network modernization) with full NOC procedure compliance
- Managed SPMS for region-wise spares distribution and Network Passive Elements IB

Southern Oman FM Team Leader / Field Operations

Apr 2019 – Sep 2021

Ooredoo Oman (Salalah) — Southern Oman

- Led field operations for RF, TXN, B2X, ATP, Quality, and Special ROT Projects across Southern Oman
- Troubleshoot LTE multi-band alarms (L800, L1800, L2600, TDD, Massive MIMO); handled Khareef Salalah high-traffic events
- Led site restoration after Cyclones Mekunu and Luban
- Handled GPON transmission, PE Router/OLT migration, MPLS, and VSAT troubleshooting
- Certified Huawei HCS – Microwave Installation

FM Engineer / Salalah Field Operations

Dec 2017 – Apr 2019

Ooredoo Oman (Salalah)

- Field maintenance and troubleshooting for RF, TXN (Ericsson, SIAE, VSAT), and B2X activities in Southern Oman

Team Leader – Suez Area (250+ Sites)

Mar 2014 – Dec 2017

ALKAN CIT — Vodafone Egypt L1 Project

- Technical support for 650 sites in Eastern Region; achieved and coached teams on MTTR, Repetition, SQI, and Availability KPIs
- Managed Ericsson (Minilink C/E/TN, PT2020/6020, E-Band) and Huawei (RTN 620–980) MW links; commissioning, troubleshooting, software upgrades
- Handled PDH/SDH transmission, ATM/IPRAN, 2G/3G Huawei in-band management
- Used Remedy OMC, CETRIX, SO-EM, RTN Server, SIAE Server for network monitoring and TT handling

FM Telecom Engineer

Dec 2012 – Mar 2014

SKY Group Networks

- PDH/SDH and SIAE transmission troubleshooting and commissioning

FM Telecom Engineer

May 2012 – Dec 2012

ALKAN CIT Networks — Vodafone Egypt

- BTS hardware/software troubleshooting, MW link alignment (Huawei RTN, Ericsson TN, SIAE); 2G/3G commissioning

IT Instructor

Jul 2010 – Jul 2011

Ministry of Social Solidarity, Egypt

- Delivered ICDL and CCNA training courses

EDUCATION

B.Sc. Electronics & Communications Engineering

2004 – 2009

El-Shorouk Academy, Faculty of Engineering — Grade: Good | Graduation Project: OPEN BTS (Grade: Excellent)

Project Abstract: GSM cellular network using SDR technology (VoIP-based) — optimizing hardware infrastructure into software-editable code

CERTIFICATIONS & TRAINING

PMP – Project Management Professional (35 PDUs, PMI)	May 2021 Planned Aug-2025	PM TRICKS
HCIP – Cloud Datacenter Operations (010201901549808054411409)	Oct 2020 Certified	Huawei
HCIA – 5G	Huawei	Jul 2020 Certified
HCS – Microwave Installation	Huawei	Jul 2019 Certified
TM Forum AOMM Assessment – Overall 2.44 (Highest in Oman)	2025 Achieved	TM Forum
CCNP – Cisco Certified Network Professional	CompuTek	Jul 2017
CCNA Security & CCNA Voice	CompuTek	Apr 2017
CCNA – Cisco Certified Network Associate	NAT	Jul 2007
MCITP – Microsoft Certified IT Professional	Self Study	2010
SDH Transmission Concept	Self Study	2010
Web Design & Development Diploma (HTML/CSS3/PHP/MySQL)	Feb 2012	7Dash
Object Oriented Programming & C# / C# Console/Windows App	2006–2007	7Dash / ICT
Telecom Basic, GSM, GPRS, CDMA, UMTS	HTC / Cairo University	Jul 2008
Drive Test (TEMS) & Actix – 3G Training	Nokia Siemens Networks	2008
Broadcasting Principals, TV & Radio Station Layout	Egyptian Radio & TV Union	2007

TECHNICAL SKILLS

Software Development

- Full-Stack: Laravel (PHP MVC/HMVC OOP), Vue.js, Angular, JavaScript, jQuery, JSON, HTML5, CSS3, MySQL
- AUTIN Platform: MessageProcessor API integration, TQL database queries, Spl.EventBus event-driven architecture
- Tools & Platforms: Git, PRTG, Linux (Ubuntu/CentOS), Windows Server, REST/SOAP APIs, OAuth2
- AI/ML: Local LLM deployment (Ollama/Qwen2.5:14B), face recognition (DeepFace/ArcFace/face-api.js), vector databases

Network & Telecom

- Technologies: 2G/3G/4G LTE (L800/L1800/L2600/TDD/Massive MIMO), 5G, GPON, VSAT, MPLS, DWDM, SDH/PDH
- Vendors: Huawei (SmartCare, RTN, BTS3900, MA5612/MA5800), Nokia (NetAct, Minilink, DWDM), Ericsson (RBS, Minilink TN), SIAE
- OSS/BSS: AUTIN ADC Studio, Huawei SmartCare CCA, Nokia NetAct, PRTG NMS, Remedy OMC, CETRIX, SO-EM
- Routing: MPLS, IP-RAN, ATM, PE Router, OLT migration, Cisco (CCNP-level switching/routing/security)

Operations & Management

- SLA/KPI management: MTTR, Fault Rate, Work Order execution, CR approval, B2B Assurance
- TM Forum frameworks: AOMM (GB1042A v1.7), autonomous operations maturity assessment
- Digital Transformation: Workflow automation, executive dashboards, mobile field operations, proactive customer communications
- Project Management: PMP-trained, enterprise delivery management, multi-stakeholder coordination

PERSONAL SKILLS

Quick learner with strong adaptability to new systems and technologies • Organized, ambitious, and able to perform under pressure • Extensive cross-cultural experience working across Egypt and Oman • Effective communicator and team leader at both technical and executive levels • Results-oriented with a track record of continuous performance improvement

References available upon request | Portfolio: cv.karimsaleh.com