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Saudi Council Engineers(1005000)

OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

12/2022 Till Now

Saudi Executive Trading L.L.C

Fleet Manager Controller Engineer

Monitoring and reporting the fleet violations on daily basis and on time communication with the drivers in case of any violations as a corrective action and reporting the case. Overseeing the management of absences, and idling time for both drivers and vehicles and misusing the company fleet by reporting to the concerned supervisors.

Monitor the temperature of truck's box and ensure the deliveries to be maintained in a stable ambient environment through the temperature-controlled sensors on our vehicle.

Monitor drivers speed limits, door openings inside geofence, safe use of brakes and vehicles parking in designated areas and on permitted times.

Monitoring and managing vehicle GPS tracking system and generate detailed KPI reports which will be provided and extracted by the system to be analyzed and summarized on daily bases.

Managing and following customer/driver claims through reviewing past driver trips extracted from tracking system.

Configure tracking devices (Teltonika-Ruptela) to be implemented with the required Platform.

- Testing the device in the system (SecurePath-Securepath Premium), other advanced system features (RFID driver tag, sensors, ...) and ensure it is working fine.
- Communicate directly with the client for support (Trips report, monitor locations, mileage,).
- Complete the ERP process for the internal system.
- Testing new updates in the systems, share the feedback and solutions.

8/2/2024 -24/3/2024

Sadara Chemical Company

DMD Administrator (contract)

As a Driver Monitoring Device GPS (DMD) :

- Configure tracking devices (Teltonika-Ruptela) to be implemented with the required Platform.
- Testing the device in the system (SecurePath-Securepath Premium), other advanced system feauters (RFID driver tag, sensors,...) and ensure it is working fine.
- Communicate direct with the client for support (Trips report, monitor locations, mileage,..) and deliver all the project requirements..
- Activate the certificate of installation for each tracker and share it .
- Complete the ERP process for the internal system.
- Testing new updates in the systems ,share the feedback and solutions.

12/2021 - 05/2022

El emtiaz for Tracking Cars

Technical Support Engineer

Configuring GPS devices remotely.

System administrator duties as creating users accounts, profiles, notification and other Client's.

Create system reports of devices/client's issues as per customer requirements.

Managing devices on client's account.

02/2020 - 11/2021

Sudatel Telecom Group

Customer Service & Call Center

- Manage large amounts of inbound and outbound calls approx. 150 calls per shift and log them CRM Remedy ticketing system
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise

- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets.

09/2019 - 02/2020

First Link for Communication

Telecom Engineer

CM & PM in mobile radio station and taking care of all maintenance issues with using Mini link, OMT & Moshell software.

09/2015 - 08/2016

Telecommunication and Post Regulatory Authority

Spectrum Management and Monitoring (Telecom Engineer)

A Spectrum Management and Monitoring Engineer One years' experience, working for Telecommunications & Post Regulatory Authority (TPRA), the regulator of telecom in Sudan Head of Terrestrial Service Department and SMS4DC trainer, Taking care of spectrum and mobile operators' regulation issues

Develop required researches and prepare the technical studies of IMT and new telecom technologies IMT2020, IOT...

Analysis the relevant market and economical aspects to develop the regulatory frame work and licensing.

TPRA representative and consultant to discuss license updating requirement request of mobile operators.

EDUCATION

- **Bhagwant University**

2019

B.Tech in Electronic and Communication Engineering

6.57 out of 9.00

- **Alneelain University**

2015

Technical Diploma in Telecommunication Engineering

64 out of 100

SKILLS

- GPS Tracking
- Data Analysis
- Customer Support
- Time Management

INTERESTS

- Reading
- Swimming

LANGUAGES

- Nubian
- Arabic
- English