

# Osman Hamza Alawad

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## Professional Summary

Gain the opportunity to challenge and achieve high-performance in my field of work, help, and develop strengths while establishing an action plan to attack weaknesses to get more experience in my career and achieve more success.

## Work Experience

2021 – 2023

### Zain Company, Sudan

Telecommunications engineer,

- Working as subcontractors for Zain Company in telecommunication sites or station doing maintenance and fixed alarms and faults that happen in the site.
- Responsibility for Zain network sites in Khartoum zone as a team leader from preventive maintenance PM and corrective CM call base.
- Working as telecom Engineer for CM and PM (Maintenance from Ericsson) as radio station and taking care of all appliances.
- overseeing the maintenance of Telephone and broadband communication networks.
- conducting system repairs.
- Troubleshooting Experience.
- Handle the Customer complaints and resolve their issues.
- Maintaining Customer details enter in the database.
- Created spreadsheets using Microsoft Excel for daily, weekly, and monthly reporting.

## Education

12. 2011 – 12. 2017

### Mashreq University, Sudan

B.Sc (Honors), Telecommunications Engineering

## Languages

Arabic — Native speaker  
English — Advanced

## Additional Skills

- Designing:  
Developing and supervising the installation of new systems, such as telephone and data networks, and updating existing ones.
- Maintaining:  
Checking the equipment regularly and taking corrective actions when necessary to ensure its reliable operation.
- Repairing:

Troubleshooting and solving problems with the telecom system and equipment.

- Technical Knowledge:

The ability to understand and work on complex digital systems, recognize system components, and use basic tools for installation.

- Communication:

Excellent verbal and written communication skills, as the engineer must be able to explain their findings and advice to customers in a clear and understandable manner.

- Interpersonal Skills:

Good interpersonal skills to build relationships with customers and work well with other engineers.

- Teamwork:

Working as part of a team when necessary to coordinate projects and complete tasks.

- Problem Solving:

troubleshooting and identifying consistent problems with telecom systems, then taking the necessary steps to resolve them.

- Effective communicator, attentive listener, patient and diplomatic.
- High spirit of cooperation and participation in the team.
- Complete assigned task and work under pressure.
- Effective communication with management.
- CCTV.
- CCNA.
- Optical fibers.
- Microsoft Office Tools (Word, EXCEL, Visio...etc.)
- Research.
- marketing & sales skills.
- Business Strategies.