

MOHAMED KAMALUDIN MAHJUB ABDELRAHIM

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PROFESSIONAL SUMMARY

I am seeking a position in the field of communications and information technology, I have knowledge in developing Oracle databases, network design and fiber-optic technologies, and telecommunications engineering, with a commitment to improving network performance and supporting technical operations within the organization

EXPERIENCE

Sales Representative

- Saudi Telecom Company (STC) | 2018 – 2022
- Mobily | 2017 – 2023

Key Activities & Responsibilities:

- Achieved monthly sales growth by targeting new customer segments
- Reduced return rates by providing clearer explanations of offers and services
- Increased the number of new customers by strengthening relationships and improving follow-up procedures

GSM/2G/3G/4G/5G Engineer

- Saudi Telecom Company (STC) | 2017 – 2022

Key Activities & Responsibilities:

- Improved network efficiency by 35% through KPI optimization and resolving coverage bottlenecks
- Reduced faults by 40% by analyzing root causes and implementing preventive solutions at critical sites
- Increased user satisfaction by 50% after enhancing coverage in high-traffic areas

Data Entry Clerk

- Al-Shubaiki Individual Services | 2019 – 2022

Key Activities & Responsibilities:

- Achieved 98% accuracy in data entry during the employment period
- Reduced operational errors by 65% through thorough review of information prior to approval
- Accelerated customer transaction processing by 45% by improving data entry methods and organization

IT Help Desk

- **Mutawwif Company for Pilgrims of East Asia | 2015 – 2017**

Key Activities & Responsibilities:

- Reduced technical issues by 40% through implementing preventive solutions and analyzing root causes
- Improved technical support response time by 45%, contributing to reduced system downtime
- Increased data entry accuracy by 98% through thorough information review and error correction

CERTIFICATIONS AND LICENSES

- Holds a professional registration with the Saudi Council of Engineers (SCE)

EDUCATION

University of Engineering and Medical Sciences – Telecommunications Engineering

- **Bachelor Degree in Telecommunications Engineering | 2009 – 2015**

SKILLS

- Operating and optimizing telecommunications networks (GSM/3G/4G/5G)
- Efficient and calm handling of technical issues
- Time management and task organization under work pressure
- Providing technical support to users and resolving daily incidents
- Working with fiber-optic technologies
- High-accuracy data entry and improving data quality
- Effective communication and customer service in technical environments

LANGUAGES

- Arabic (Native language)
- English (Fluently)