

# SHIMAA FAYSAL

## TELECOMMUNICATION SYSTEM ENGINEER

Dubai, UAE

+971564020066

+971 56 3944965

[Shimafaysal@gmail.com](mailto:Shimafaysal@gmail.com)

### Personal Profile:



**NAME:** SHIMAA FAYSAL AWAD IBRHIM  
**DATE OF BIRTH:** 10/12/1992  
**SEX:** FEMALE  
**NATIONALITY:** SUDANESE  
**MARITAL STATUS:** SINGLE  
**VISA STATUS:** ON EMPLOYMENT VISA  
**LANGUAGES:** ENGLISH, ARABIC

### Career Summary:

A well-educated, highly knowledgeable, motivated and hard-working person. I possess a bachelor's degree in telecommunication Engineering with three-year experience. Having quickly and successfully progressed through my academic career I have gained a vast amount of knowledge which I am looking forward to applying a new situation. Currently, looking for a challenging new position that will allow me to both utilise and further develop my existing skill set.

### Education:

**Telecommunication System Engineering** Nov 2010 -  
**University Sciences and Technology, Sudan.** Jun 2015

*Thesis Title: Packet Loss Performance Analysis of Voice IP over UMTS network (Class one, CGPA 2.81 out of 4).*

### Work Experience:

**Admin / Sales Engineer & Support,** Apr 2017 - Present  
**MicroData Trading Co. L.L.C., Dubai, UAE**

#### **Job Description:**

- Respond to technical and integration questions via phone and e-mail.
- Responsible for checking each invoice for accuracy and maintaining invoicing log.
- Worked closely with warehousing staff to make sure that orders were shipped on time and accurately.
- Assisted in maintaining aging report and developing monthly aging report for accounts receivables.
- Issue management/follow-up of customer

technical issues

- Issue management/follow-up of regulatory questions
- Improving quality by providing a standard, consistent response with follow-up to customers
- Project and issue management for custom product modifications for current or new customers
- Proactive management of customer Development Kit requests and initial use questions. Maximize conversion of Development Kits requests into customers by assuring quality support, effective early technical integration and account qualification
- Create detailed reports to provide update on status of each account project
- Preparation of sales and Commission's Report.
- Preparation of Invoices and Debit Notes
- Maintain accurate records of all sales and accounting related activities to achieve operational and strategic goals
- Look after weekly/monthly reports.
- Keeps information accessible by sorting and filing documents.
- Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
- Maintain electronic and hard copy filing system
- Answer calls from customers regarding their inquiries.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.

**Telecommunication System Engineering  
Air Navigation Centre,  
Sudan Civil Aviation, Khartoum, Sudan**

Oct 2015 -  
Oct 2016

***Job Description:***

- Comprehensive knowledge of the principles and methods of aviation operation systems.
- Completed project analysis Reports.
- Possess effective communication skills with pure color vision.
- Manage Installation and /or upgrade of System.
- Train new team members.
- Inspected and tested equipment.
- Sourced, Purchased, and Installed new equipment and Components.

**Training:**

- Omdurman Chanel 15 Aug 2015 -  
15 Oct 2015
- Khartoum Refinery Co. L td. 14 Aug 2016 -  
25 Aug 2016
- Air Navigation Centre at Sudan Civil Aviation. 14 July 2014 -  
14 Aug 2014

**IT Skills:**

- ERP.
- OPNET.
- NET.
- UMTS.
- CCNA.
- C+.
- C.
- Linux.
- HR.
- Accounts.
- CCTV.
- Windows & Office tools (MS Word, Excel, and PowerPoint).
- Java.
- OUTLOOK.

**Courses:**

- ITIL Foundation V3.
- CCNA.
- UMTS.

**Reference:**

Available upon request