

# Sami Mohamed Ali

+973-36182282

[samiali84@gmail.com](mailto:samiali84@gmail.com)

**TELECOM QOS EXPERT | LEADERSHIP  
PROJECT MANAGEMENT | SPEAKER**

## PROFESSIONAL SUMMARY

---

Telecom Professional with over 13 years of rich experience in Telecom Operations, Solution Design and Delivery, Managed Services, Change/Release Management, Quality Control and Assurance, Business Strategy and Process Re-Engineering, CAPEX/OPEX Planning and Optimization within the domains of Fixed/OSS/VAS/ICT Operations in Tier One Telecom Mobile Operators and Vendors.

Leveraging technical, business, and financial acumen to communicate effectively with client executives and their respective teams. Excel at liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions. Proven ability to merge customer and user needs with business requirements, budgetary restrictions, and logistical considerations to meet project deliverables.

## FUNCTIONAL EXPERTISE

---

- Project Management
- SLA/OLA Management
- Solution Design and Development
- Change and Release Management
- Quality Assurance
- Resource Management
- CAPEX/OPEX/Business Case Management
- Integration, Functional, Regression Testing
- Vendor/Subcontractor Management
- Reporting & Analysis
- Internal & External Stakeholder Management
- Risk & Issue Management

## CAREER HIGHLIGHTS

---

- Hands-on exposure in serving key GCC Tier One Telecom Regulators and Operators namely TRA Bahrain, Mena-Telecom Bahrain, Vodafone Qatar and leading Telecom Technology Vendors I.e. Motorola, Huawei Technologies and Ascom
- Launch of TRA APP with crowdsourcing feature.
- Speaker at ITU-T QSDG forum in Singapore representing Bahrain and presenting the achievements in QoS/QoE.
- Successful delegation of .bh & .albahrain from ICANN/IANA.
- Successful planning of System & Database Migration of Domain Name operations from Batelco to TRA system.
- Planned and organized first Multilingual Internet Hackathon for the graduating University Students with ICANN to enhance skill set of the graduates for industry requirements. Supporting ICANN global UA ecosystem development.

- ICANN 75 – Delegation representative for Bahrain. (Malaysia 2022)
- Speaker at APTLD 82 - presenting Bahrain's journey to re-launch of .BH. (OMAN 2022)
- Successfully organized the first Cyber Drill for the Telecom Sector to highlight status of the sector and build a guide with mitigation steps for the industry from the experience.
- Design and deployment of TEMS Benchmarking solution at Vodafone Qatar. Managed Services with reporting and data analysis.
- TRA Bahrain Quarterly Benchmarking report publication.
- Successful greenfield deployment and management of Mena-Telecom Bahrain's VoIP Network delivering cutting edge VoIP services in the Kingdom of Bahrain

## PROFESSIONAL EXPERIENCE

### Telecom Regulatory Authority (TRA) – Bahrain

Feb 2018 – Present

#### Quality of Service (Service Assurance) – Consultant

I am responsible for managing and enforcing the Quality-of-Service regulation issued by TRA. Working on different projects related to benchmarking and auditing the quality of service for all operators:

- Annual Mobile Audit
- Crowd Sourcing App development (integrated within TRA App)
- Daily Drive Test
- Stationary Fixed & Mobile Testing
- International Capacity Report
- IOT project
- Regulatory Framework Scorecard
- Merger & Acquisition Regulation
- Domain Name Registry System (Technical, Legal & Commercial)
- Industry Cyber Drill
- International Representation -ICANN & ITU

Dec 2015 – Dec 2017

#### Technical Consultant

#### Infovista (previously known as Ascom)

I was assigned to projects related to, Vodafone Qatar & Telecommunication Regulatory Authority (TRA) Bahrain Project.

**TRA Bahrain:** Provided a complete Managed Service of the Ascom TEMS Monitor Master (TMM) equipment Quality of Service Benchmarking of local operators in Bahrain. The job role requires:

- Manage customer expectations with different report modifications and portal management.
- Provide support with operator meetings for modification to the testing and modems.
- Create a quarterly benchmarking report that is published on the TRA website.
- Responsible for 24\*7 Operations of the test probes including Incident/Problem/Change Management

**The Vodafone Qatar project** was a complete deployment, installation and operation of Ascom TEMS TMM platform for benchmarking their own services and competitor service in Qatar. The tasks involve

- Troubleshoot concerns raised and implementation of automated alarming system.
- Provide various reports for network performance.
- Responsible for 24\*7 Operations of the test probes including Incident/Problem/Change Management

Nov 2011 – Nov 2015

#### Sr. IN & VOIP Engineer (Menatelecom Project)

Huawei, Kingdom of Bahrain

Responsible for three separate functions which were as follows:

- **Class 4 Team:** Team lead of a three-person team which is responsible for managing the call traffic for local and international calls going through the Menatelecom network.
- **Class 5 Team:** Managing & troubleshooting different residential & corporate clients of Menatelecom who had different voice services within local network. Planned & implemented the migration of class5 voice services from Motorola IMS to **Sonus ASX, ADS & NBS in October 2013.**
- **Prepaid Team:** Managing price plans, testing call flows and call scenarios, managing quality of voice products, and resolving various problems which are raised by the customer service team. I planned and completed the migration of all 4 prepaid voice & data services from the old platform from **JNETX** to the new platform **NEOX.**

**Dec 2008 – Oct 2011**      **IN& VOIP Engineer (Menatelecom Project)**  
**Motorola, Kingdom of Bahrain**

I was working for two separate departments in the VOIP domain where my responsibilities were:

- **Class 4 Team & Prepaid Team** working on operational tasks.

## **EDUCATION**

---

**Apr 2011 – Jul 2014**      **Strathclyde University, UK**  
MBA (Master of Business Administration)

**Sep 2004 – Sep 2008**      **Loughborough University, UK**  
B.Eng. (Hons.) Bachelor of Electrical & Electronic Engineering (Graduated with a 2:1 degree) with Diploma in Industrial Studies

**Jan 2004 – Jul 2004**      **Pembrokeshire College, Wales, UK**  
Foundation in Engineering (Obtained a First-Class degree)

## **TRAININGS & CERTIFICATIONS**

---

- |  |               |
|--|---------------|
| • ICANN Fellowship Program   | February 2023 |
| • Cyber Ranges – Cyber Drill Preparatory Training  | November 2022 |
| • APTLD 82 – Presenting Journey of .BH re-launch. Speaker (OMAN)   | October 2022  |
| • Middle East and Adjoining Countries School on Internet Governance  | July 2021     |
| • ITU Academy - Mobile Broadband Internet, 5G and Future Services  | December 2020 |
| • ITU Academy - QoS Technologies and Regulation for Fixed and Mobile   | October 2020  |
| • ITU – D Capacity Building  | October 2019  |
| • ITU – T QSDG Service Quality as an Enabler of the Digital Economy<br><i>Conference Speaker (Singapore)</i> | August 2019   |
| • CentralNIC Domain Name Management System   | April 2019    |
| • Asia Pacific Top Level Domain Name (APTLD) - (UAE)   | February 2019 |

## **PERSONAL INFORMATION**

---

Languages Known:      English and Arabic

Nationality:              Bahraini