

Hamid Aflaki

Iran

 hamidaflaki@gmail.com

 [linkedin.com/in/hamid-aflaki-9450b2b0](https://www.linkedin.com/in/hamid-aflaki-9450b2b0)

Summary

- 25 years of total experiences in the biggest Mobile Operators in Iran, with 10 years of Network Core Operation Manager at MCI and 9 years of Network Operation Manager at MTN.

- Well experienced manager/leader with the ability to keep all team members motivated to their best performances to meet team and company targets. trained in DISK Behavioral assessment, situational leadership (Ken Blanchard), Gallup Q12 and SCARF model.

- Could meet defined networks targets (RAN) successfully during past 5 years.

Experience

Operation Manager

MTN

Feb 2012 - Present (8 years 10 months +)

- . To check and assure all the mobile network (including all BTS sites , NodeB's , eNodeB's, BSC's , RNC's, MGW's, MSS's , HLR's , GGSN, SGSN , IPBB, in region is working properly.
- . Measurement and supervision on network KPI's (TCHA, CSSR, HOSR , ...) and assuring they are above desired levels.
- . Supervision on PM's and assuring they done on time with desired quality.
- . Supervision on MW links and assure they are working error free.
- . Managing regional subcontractors and increasing their performances and abilities. (leading and training them)
- . Arranging preventive activities to prevent network affection.
- . Caring security of sites by preventive and corrective actions.
- . Caring human recourses and the issues belonged to HR.
- . Creating and improving the sole of team working between staffs.
- . Motivating staffs to have better performances .

Network Operations Core Manager - MCI

Telecommunication Company of Iran - TCI

Oct 1999 - Feb 2012 (12 years 5 months)

- . Controlling core part (MSC's, MGW's, HLR's , VLR's , SMSC, ...) in mobile network (GSM) and assure they are working properly and are in healthy conditions.
- . Being on top of network KPI's (ASR, MHT,) and make sure they are above desired targets .
- . Controlling PM's and assure they are done on time and with standard quality .
- . Defining PM routine tasks .
- . Assuring core definitions are as per planning .
- . Finding any deficiencies in core functionality (like wrong routing tables , ...) and escalating to planning team to consider in their plans.
- . Checking roaming functionality with other national and international operators .

- . Observing internal and interconnection routes and assure they are not congested and arrange for needed expansions in advance .
- . Assuring the charging functionality is working properly .
- . Observing the rate of cause codes and clear codes in order to find any abnormal conditions in network .
- . Caring human recourses and the issues belonged to HR.
- . Creating and improving the sole of team working between staffs.
- . Motivating staffs to have better performances .



Network Operations Senior Engineer - MCI

Mobile Telecommunication Company of Iran (TCI)

Apr 1998 - Oct 1999 (1 year 7 months)

- . Controlling core part (MSC's, MGW's, HLR's , VLR's , SMSC, ...) in mobile network (GSM) and assure they are working properly and are in healthy conditions.



Senior Switch Engineer (Digital switching systems)

Telecommunication Company of Iran - TCI

Aug 1996 - Apr 1998 (1 year 9 months)

Education



The Faculty of Applied Science of Post and Communications

Bachelor of Applied Science (B.A.Sc.) Feb 1994 - Jul 1996, Telecommunications Engineering (Switching systems)

1994 - 1996

I studied and passed essential courses (included fundamental and technical) to take BS in Telecommunication Engineering .

Also I had a project there which was to make an answering machine using PC. I designed and made an expansion board for PC which has the ability to connect a phone line to it .



Namzi High Scool (Shiraz)

High scool, Diploma in Experimental sience

1984 - 1988

Licenses & Certifications



NOKIA NMS/2000 Network Monitoring Applications and Configuration - Nokia



CCNA - Industrial Management Institute



Patton Technical Training

 **S12 SEL digital switching system** - The Faculty of Applied Science of Post and Communications

 **NEAX digital switching system** - TCI training center

 **GSM fundamentals** - TCI training center

 **Siemens BSC & BTS (HW/SW)** - TCI training center

 **Siemens MSC SR9 (HW/SW)** - TCI training center

 **NOKIA BSC & BTS Ultra family (HW/SW)** - TCI training center

 **NOKIA MSC (HW/SW)** - TCI training center

 **3G fundamentals broadband all IP**

 **3G technology broadband all IP**

 **LTE fundamentals**

 **Ericsson BSS BSC EVO controller** - Ericsson Inc

 **ZTE SDH product O&M Course** - ZTE Corporation

 **ISO 9001:2000 Lead auditor** - IMQ S.p.A.

 **ISO 9001:2000 Internal Auditor** - IMQ S.p.A.

 **Process Approach / Process Management** - IMQ S.p.A.

 **Managing time and priorities** - CrossKnowledge
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 **Crucial Conversation** - VitalSmarts

 **Crucial Accountability** - VitalSmarts

Skills

Customer Service • Leadership • Strategic Planning • Team Management • Telecommunications •
Team Leadership • 3G • Business Strategy • Integration • Call Centers