Mustafa Azher Mumtaz

Senior OMC Engineer

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ABOUT ME

Telecommunications engineer with 8 years of hands-on experience at Earthlink Telecom, advancing from Support to Senior OMC Engineer. Have Knowledge in mobile-network technologies (GSM, CDMA, LTE), enterprise network design, and real-time monitoring with PRTG. Familiar with C/C++, SQL, Java, web stacks, and mainstream networking tools, backed by MTCNA and CCNA (R&S) training. Holds a B.Sc. in Information & Communication Engineering and communicates fluently in Arabic and English.

EDUCATION

2009 - 2013   **AL-NAHRAIN UNIVERSITY | BACHELOR OF ENGINEERING**

B.Sc. in Information & Communication Engineering, AL-Nahrain University, Baghdad, Iraq 2013.

WORK EXPERIENCE

2022 - 2025   **CO-FOUNDER/SALES | PRIVATE BUSINESS**

- In 2022, I independently launched and operated a facial tissue production business, managing all Aspects from production to sales. This experience enhanced my skills in project management, problem-solving, and adaptability—qualities I bring into any technical environment.

2015 - 2022   **SR. OMC ENGINEER | EARTHLINK TELECOMMUNICATIONS**

- Maintain and troubleshoot wireless links between Earthlink's backbone and customer premises, ensuring continuous service availability.
- Monitor network health in PRTG and ZABBIX, issue real-time alerts, and coordinate on-site teams to resolve faults within SLA.
- Remotely configure and optimize radios, routers, and related devices to improve throughput and minimize recurrence of alarms.
- Compile incident/performance reports, analyze trends, and recommend preventive actions to enhance network reliability.

2014 - 2015   **ENTERPRISE ENGINEER | EARTHLINK TELECOMMUNICATIONS**

- Delivered dedicated internet connectivity with public (real) IPs to ministries and corporate clients, performing full router and switch configuration to bring services online efficiently.
- Engineered customer-premises equipment (MikroTik) with secure VLAN, NAT, and QoS settings, matching each organization's bandwidth and security requirements.
- Coordinated activation with NOC and field teams, testing latency and throughput, and documenting hand-over to ensure every link met SLA targets.
- Provided level-2 post-installation support and brief training for client IT staff, cutting follow-up trouble tickets and boosting customer satisfaction.

2013 - 2014   **SUPPORT ENGINEER | EARTHLINK TELECOMMUNICATIONS**

- Front-line contact for Providers, diagnosing connectivity and service issues in real time and resolving most incidents during the first call.
- Documented and escalated complex network faults to NOC, supplying clear diagnostics to cut mean-time-to-resolution across teams.

QUALIFICATIONS

- **Mobile Networks:** Have knowledge in GSM, CDMA, and LTE architecture, troubleshooting, and optimization.
- **IP & Enterprise Networking:** Solid grasp of routing, switching, VLANs, QoS, and network-monitoring tools (PRTG, Packet Tracer).
- **Tools & Platforms:** Advanced user of Windows OS and Microsoft 365 (Excel, Word, PowerPoint, Outlook).

TRAINING COURSES

- **GSM & Telecommunications Fundamentals** – Zain Telecom; covered radio-access systems, core-network operations, and optimization practices.
- **MikroTik Certified Network Associate (MTCNA)** – Titanium Learning Center; practical routing, bridging, wireless, and firewall configuration.
- **Cisco Certified Network Associate (CCNA) Routing & Switching** – Microsoft Learning Center; LAN/WAN design, IP routing, and end-to-end troubleshooting.

SKILLS

- Written & Spoken English
- Incident Prioritization
- Client Communication
- Problem-Solving
- Continuous Learning
- Team Collaboration
- Analytical Thinking
- Strong Communication
- Time Management

REFERENCES

REFERENCES WILL BE PROVIDED
UPPON REQUEST