



Housseem HADDAD

System and network administrator

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MY PROFILE

System and network administrator with solid expertise in the operation and supervision of various network and computer systems, the development, installation and updating of computer services, the configuration of scripts needed to monitor the proper functioning and generation of statistics of computer systems and applications

PROFESSIONAL EXPERIENCE

- From 02/2015 **TUNISIE TELECOM**
 To present Network Operations Manager
 (Tunis, Tunisia)
- Maintenance and monitoring of computer and telecom systems and networks.
 - Ensuring the operation and supervision of Charging system Ericsson nodes
 - Designing and monitoring new mobile offers and services
 - Developing a web application for monitoring Charging System Ericsson
 - Scripting (Shell, Ansible, Python) to automate the tracking and the generation of statistics of the various IN Mobile nodes
 - Organizing and carrying out the installations of the developed systems
 - Organizing and carrying out installations of system and network infrastructure projects
 - Ensuring the remote support of all systems
 - Managing projects, documenting, planning, and implementing tasks
 - Participating in the improvement of the company's products
 - Displacements to carry out maintenance operations

KEY COMPETENCES

MANAGERIAL SKILLS

- Ensure communication between project stakeholders
- Make and approve the project schedule
- Ability to obtain information and communicate it with others
- Ability to advise, lead, motivate and Delegate

OPERATIONAL SKILLS

- Steering, coordinating, and monitoring projects.
- Implementation of evolution requests by participating in the analysis of the demand until the implementation.
- Application Management
- Datacenter monitoring
- Resolution of incidents and problems (Virtualization, Database, Supervision, Backup)
- Administration of Windows and Linux environments
- Creating, configuring, and manipulating VMs (VMware)
- Creating, setting up, and handling containers (Docker)
- Development of new functionalities of the information system platform (Automation, Evolution)
- Manual intervention on the information system
- Participation in incident resolution and log study

EDUCATION

- 2010-2012 **BTS in Core and Access Network**
Telecom Sectoriel Training Center - El Khadra City, Tunis
- 2007-2009 **Telecommunication & Computer Network**
Higher Institute of Computer Science
- 2006-2007 **Baccalaureate Degree in Technology**
Technical High School, Rades, Tunis

TRAINING

- 2022 Administration of Red Hat OpenStack III: networking and NFV basics
- 2022 Professional Scrum Product Owner
- 2022 Internet of Things IOT : Architecture – Applications Technologies
- 2022 Devops Foundation 2
- 2021 Devops Foundation 1
- 2021 Network Function Virtualization (architecture & Principes)
- 2021 DevOps Tools Certification Preparation LPIC-OT Engineer 701
- 2019 XML Development with Python
- 2017 Intelestage RTMM & Profiler
- 2016 Intelestage Loyalty Point Manager (LPM)
- 2013 Telemarketing

TECHNICAL SKILLS

Platforms and softwares

- OPENCODE Systems (USSDC), Ericsson Charging System, VMWARE (vSphere, vCenter, WorkStation, ESXI), Evolving Systems (ICDP, RTMM, CMS), Docker, Ansible, K8s

PROGRAMMING

- C#, shell, Python, Flask, PHP, HTML, JS, VBA

DATABASE

- Oracle, SQL Server, MySQL, SQLite, Mongo dB

METHODOLOGY

- AGILE Scrum

OPERATING SYSTEM

- Windows, Linux, Windows Server, Red Hat Server

STRENGTHS

- Active listening, analytical mind, Agile, creativity, stress resistance, ability to communicate

CERTIFICATION

2019 Développement langage XML avec Python

2018 Certification of Completion VMware vSphere: Install, Configure, Manage [V6.5]

2018 OCC configuration and surveillance for CS16

2018 Charging Control Node (CCN) operations for CS16

2018 Ericsson BSP8100 Operation and Maintenance

LANGUES

- ✓ **French:** Bilingual
- ✓ **English:** Technical
- ✓ **Arabic:** Native