




MOHAMAD FAYED

Solutions Architect | Consultant | UCC Expert



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QUALIFICATIONS SUMMARY

17+ years of Consulting, Technical Leadership & Governance, Solutions Architecture & Design, Integrations, Migrations, Digital Transformations, Implementations, Training and Support experience.

A work experience for vendors, service providers, and system integrators with extensive knowledge of various enterprise sizes and sectors including but not limited to health-care, chemical, military, pharmaceutical, education, IT, banking, architecture, government, European union institutions and more.

Focusing on Employee Experience, Digital Workplace, Customer Experience, and Cloud Solutions. Specializing in Unified Communications and Collaboration Solutions, supported by a strong knowledge of enterprise networks, virtualization with passion for Automation and AI.

DOMAIN OF EXPERTISE

Employee Experience | Unified Communications

Telephony | Video | Conferencing | Voicemail | Chat | Email | FAX

Customer Experience | Contact Centers

Omni-Channels | IVR | TTS | Scripting | WFM | Chat BOTs | CRM

Digital Workplace | Digital Workspace

Productivity | Collaboration | Analytics | Access | Security | Identity | Compliance | Storage | Project and Process Management

Cloud Solutions

SaaS | PaaS | IaaS | UCaaS

CORE COMPETENCIES

- ❖ **Solutions Architecture** and Design
- ❖ Technical **Leadership** and Governance
- ❖ International **Project Management**
- ❖ **Time Management** and Efficiency
- ❖ **Customer Service** and Satisfaction
- ❖ Advisory and Business **Consulting**
- ❖ Stakeholders **Communication** and Engagement
- ❖ Technical **Trainings** and **Presentations**
- ❖ Analytical Thinking and **Problem Solving**
- ❖ Technical **Documentation** Quality and Clarity

CERTIFICATES

- ❖ CCIE Collaboration #37178
- ❖ Microsoft Teams Voice Engineer
- ❖ Webex Calling Administration Pro
- ❖ VMWare Certified Professional
- ❖ CCVP, CCNA, CCNA Voice

SUPPORTING TECHNICAL SKILLS

- ❖ Enterprise Networks
- ❖ Datacenters and Virtualization
- ❖ Web Design and Web Hosting
- ❖ Development and Scripting
- ❖ Automation with Passion for AI



EDUCATION

Computer Engineering
Bachelor

University of Jordan
(2003-2008)

Amman, Jordan

TRAININGS

Cisco

Unified Communication Manager (CUCM) – Cisco
Unified Communication Manager Express (CME) – Cisco
Unified Contact Center Enterprise (UCCE) – Cisco
Unified Contact Center Express (UCCX) – Cisco
Unified Customer Voice Portal (CVP) – Cisco
Contact Center Management Portal (CCMP) – Cisco
Unified Intelligence Center (CUIC\CUIS) – Cisco
Interaction Manager (CIM (EIM+WIM)) – Cisco
Media Sense – Cisco
WebView – Cisco
Social Miner – Cisco
Unified Meeting Place Express (MPE) – Cisco
Unified Presence Server (CUPS) – Cisco
Unity Connection (CUC) – Cisco
Unity Express (CUE) – Cisco
Unified Communication 500 series - Cisco
Unified Border Element (CUBE) – Cisco
Unified Proxy Server (CUSP) – Cisco
Unified Communications on UCS platform – Cisco
CCNP Voice – Teleprobe
BCMSN Bootcamp – Teleprobe
BSCI Bootcamp - Teleprobe
CCNA Bootcamp – Teleprobe
Voice protocols (SCCP, SIP, H.323, MGCP) - Cisco
Voice Gateways (SIP, H.323, MGCP) – Cisco
Fax over IP (FoIP) – Cisco
WebEx Calling Administrator Pro – Orange Business

VMWare

VMWare vSphere and vCenter - Damovo

AudioCodes

AudioCodes SBC Essentials and Config. – Orange B.

Microsoft

Microsoft Azure Administrator – Orange Business
Microsoft 365 Administrator – Orange Business
Microsoft 365 Entra ID – Orange Business
Microsoft 365 Intune – Orange Business
Microsoft 365 Defender – Orange Business
Microsoft 365 Sentinel – Orange Business
Microsoft 365 Exchange Online – Orange Business
Microsoft 365 SharePoint Online– Orange Business
Microsoft 365 Purview – Orange Business
Microsoft 365 Identity and Services – Orange B.
Microsoft 365 Mobility and Security – Orange B.
Microsoft Copilot for Presales – Orange Business

Genesys

Genesys Cloud CX Bootcamp– Orange Business

Aviatrix

Aviatrix Multi-cloud Network – Orange Business

Zenitel

Stentofon ALPHACOM Exchange – Damovo

Zycoo

Zycoo Solution Design and Administration - Zycoo

Snom

Solution Take-off - Damovo

GrandStream

Grandstream US Solution - Damovo

Asterisk

Asterisk Essentials - Asterisk

WORKSHOPS

- ❖ Management and Leadership - Damovo
- ❖ KT (Kepner-Tregoe) – Cisco
- ❖ Case Handling and Customer Satisfaction – Cisco
- ❖ Cultural Awareness Workshop – London Educational Centre
- ❖ Project Management Process & Hands on Project Management Principles – Damovo
- ❖ Powerful Communication and Presentation Skills – Damovo



EXPERIENCE

Sep 2024 – Present

Proximus NXT

Belgium

Product Owner – Digital Workplace

Job description and responsibilities

- ❖ Product Vision and Roadmap: Develop and communicate the product vision and roadmap to stakeholders and team members.
- ❖ Stakeholder Collaboration: Work closely with stakeholders to identify and understand their needs, translating these into product requirements.
- ❖ Team Management: managing a dedicated team consisting of support engineers, implementation engineers, solution architects and developers.
- ❖ Product Backlog Management: Create and prioritize the product backlog, ensuring the team focuses on the highest value features.
- ❖ User Stories and Acceptance Criteria: Define user stories and acceptance criteria, ensuring they are clearly understood.
- ❖ Quality Assurance: Review and accept completed work, ensuring it meets the defined acceptance criteria and overall quality standards.
- ❖ Performance Measurement: Measure and report on performance and progress towards strategic goals.
- ❖ Feedback Integration: Continuously gather feedback from users and stakeholders to inform future product decisions.
- ❖ Conflict Resolution: Resolve conflicts and remove obstacles that may affect the team's ability to meet project objectives.

Sep, 2018 – Jul 2024

Orange Business

Belgium

Senior Unified Communications Solution Integration Consultant

Job description and responsibilities

- ❖ Lead the design team assigned on a UC project.
- ❖ Responsible of the architecture, technical strategy and design of Unified Communications, Collaboration and Contact Center solutions.
- ❖ Responsible of collecting customer business and technical requirements, translating them into architecture and a technical strategy, evaluating the required consulting effort and delivering as required.
- ❖ Produce customized architecture standards and complex design documents.
- ❖ Support the sales and pre-sales teams to define relevant solutions aligned with customer business and technical requirements.
- ❖ Acting as the technical single point of contact for the solution delivered and drive technically the assigned design and build resources to ensure successful delivery and customer satisfaction.
- ❖ Monitor and manage technical client relationships and status of ongoing engagements.
- ❖ Contributes to the effort of knowledge management (documentation of completed assignments, knowledge sharing, lessons learned, best practices, consulting communities of Interest, and mentoring).



Sep, 2014 – Sep 2018

Damovo

Belgium

Unified Communications Expert Engineer

Job description and responsibilities

- ❖ Leading the Cisco Collaboration Solutions at Damovo Benelux and reporting to the Operations Director.
- ❖ Leading the Stentofon team at Damovo Group and reporting to the Head of Stentofon Business at Damovo Group.
- ❖ Group Escalation Engineer for Cisco Unified Communications, Collaboration and Contact Center. Responsible for troubleshooting the high complexity Cisco UC issues raised by Damovo Group.
- ❖ Group Collaboration Expert for Cisco Unified Communications, Collaboration and Contact Center. Responsible for high tier customer projects design and implementation.
- ❖ Technical point of contact for Damovo Benelux with Cisco.
- ❖ Working closely with both sales and presales units, Damovo Benelux.
- ❖ Technical Escalation PoC for Damovo Group Service Delivery.
- ❖ Assisting the Operations Director in developing and improving Damovo's policies within the operations team.
- ❖ Responsible for creating and documenting the Cisco UC projects scope of delivery, high level designs, low level designs and configuration checklists, for owned projects.
- ❖ Project base design best practices and implementation documentation.
- ❖ Developing, improving and documenting the work instructions in analyzing technical problems.
- ❖ Managing Damovo's internal UC, Voice and Video infrastructure.
- ❖ Keeping the operations team up-to-date on all new developments related to Cisco UC and Contact Center.
- ❖ Managing, maintaining and improving Damovo's knowledge base within Cisco UC and Contact Center technologies.

May, 2011 – Sep 2014

Cisco Systems

Belgium

Senior Customer Support Engineer

Job description and responsibilities

- ❖ Being a part of the worldwide leading company in networking with centers throughout the globe and a part of a strong team with a high spirit team work, Liaising with staff at all levels of the organization.
- ❖ Working as a backbone TAC Engineer in VNG for all EMEA Cisco TAC Centers and outsourced Cisco TAC Centers.
- ❖ Connecting with customers, stakeholders and team members to deliver significant results.
- ❖ Building the team's capabilities by developing own and others skills.
- ❖ Promoting changes and innovation in support of the organization's objectives.
- ❖ Handling escalations rose within EMEA Theater and from other Theaters within EMEA time-zone.
- ❖ Working directly with Cisco Business Units, Cisco Development Units and Third-Party Vendors Support.



- ❖ Supporting Call Control Module (CUCM\CME), Contact Center Enterprise Module (UCCE\ICM\CIM\CVP\CCMP\CUIC\Webview\CCMP\MediaSense\SocialMiner), Contact Center Express Module (UCCX\IPIVR) and Multi-Services Module (Voice Gateways\Voice Protocols\CUBE-SP\CUBE-Ent\CUSP\FoIP).
- ❖ Solving complex problems in the best way possible to ensure that Cisco customers are always highly satisfied providing a high-level technical support to customers and partners for Cisco's products.
- ❖ Using debugging tools and lab simulations to analyze problems and identify solutions.
- ❖ Stay up-to-date with new technology products in order to provide support as soon as they are launched in the market.
- ❖ Dealing with Cisco customers from around the world with different cultures.
- ❖ Verifying defects of Cisco voice technology, products and devices that customers experienced and reported to us.
- ❖ Submitting defects for development team to track the issues.
- ❖ Receiving continuous and advance trainings directly from Cisco Business Units and Development Teams.
- ❖ Providing technical support remotely via phone, E-mail and remote meeting sessions to handle Cisco TAC cases raised by Cisco customers worldwide in VoIP field.
- ❖ Handling TAC cases of all severity levels (P1, P2, P3 and P4).
- ❖ Reproducing Cisco customers issues in the TAC lab.
- ❖ Reading and analyzing detailed and advanced level of traces and debugs.
- ❖ Troubleshooting, configuring, Installing, Upgrading and supporting (CUCM\CME\UCCE\ICM\UCCX\CVP\CIM\CCMP\CUIC\Webview\CCMP\MediaSense\SocialMiner\Voice Gateways\Voice Protocols\CUBE\CUSP\FoIP).
- ❖ Queue manager for Cisco TAC ticketing System.
- ❖ Owner and Manager of Voice-Network-Group TAC portal (Cisco IWE).

Apr, 2008 – May 2011

Estarta Solutions

Jordan

Customer Support Engineer

Job description and responsibilities

- ❖ Working as an outsource Engineer level 3 for Cisco TAC.
- ❖ Extensive interactions with clients as well as the entire organization. Proven track record of resolving issues within agreed time, cost and quality standards.
- ❖ Solving medium to complex problems in the best way possible to ensure that Cisco customers are always highly satisfied providing a high-level technical support to customers and partners for Cisco's products.
- ❖ Receiving and resolving complex issues and meeting customer needs with high quality standards.
- ❖ Using debugging tools and lab simulations to analyze problems and identify solutions.
- ❖ Stay up-to-date with new technology products in order to provide support as soon as they are launched in the market.
- ❖ Dealing with Cisco customers from around the world with different cultures.
- ❖ Working with high-level escalation engineers and a high level of Cisco advanced services, development unit and business unit.
- ❖ Receiving continuous and advance trainings as new technologies introduced.



- ❖ Providing technical support remotely via phone, E-mail and remote meeting sessions to handle Cisco TAC cases raised by Cisco customers worldwide in VoIP field.
- ❖ Handling TAC cases of all severity levels (P1, P2, P3 and P4).
- ❖ Reproducing Cisco customers issues in the TAC lab.
- ❖ Reading and analyzing CUCM, MPE and IPCCX traces along with CME, CUE and voice GWs debugs in order to figure out the problem hitting the system.
- ❖ Troubleshooting, configuring, Installing, Upgrading and supporting Cisco Unified Communication Manager (CUCM), Cisco Unified Contact Center Express (UCCX),
- ❖ Cisco Unified Communication 500 series (UC520), Cisco Call Manager Express (CME), Cisco Unity Express (CUE), Cisco Meeting Place Express (MPE), Cisco IP phones of all models and Cisco Voice Gateways with protocols H323, SIP and MGCP.
- ❖ Monitor and provide an easy access to the lab environment.
- ❖ Training sessions for juniors.
- ❖ Technical interviews for juniors.
- ❖ Queue manager duties.

PROJECTS

UCC Solution Transformation

- ❖ Customers: BASF, 3M, General Electrics, Stefanini, Cognizant.
- ❖ Countries: Germany, France, UK, Belgium, Norway.

UCC Solution Migration and Integration

- ❖ Customers: MAN Diesel & Turbo, multiPHARMA, College of Europe, Indigo, Sopra Banking, SITA Remediation, TOBB, TEREOS, Buyle Legal, Jaspers Eyers, BBGI, Dana, Baker & Mc Kenzie, WIM Bosman, Wilhelm & Co, SCA, These days, Bayern LB (BLB), Techem, M.M. Warburg & Co, Union Investment, Swarovski Optik, Saipem, Heineken.
- ❖ Countries: Belgium, Luxembourg, Germany, Austria, Italy, Netherlands, US.

UCC Solutions Implementation

- ❖ Customers: STIB, GSK, VSK, ULB, Indigo, Aveve.
- ❖ Countries: Belgium.

UCaaS Solution Design

- ❖ Customer: Orange (France Telecom).
- ❖ Location: Rennes – France.



VENDORS AND PLATFORMS



REFERENCES

Available upon request.

