**MOHAMED MEHENOUN, Eng., C. Tr.**

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**PROFILE**

PMP, CCDP, CCNP, CCDA, CCNA, CCENT & Comptia Network + certified Engineer (OIQ member) with 8+ years of networking experience with versatile experience in configuration, design, project management, and commissioning. 8+ years hands on experience with Cisco equipment. 8+ years of experience providing leadership, mentoring, and technical support to a team with a network focus.

**SKILLS**

* Languages : Arabic & French (native), Spanish & English (fluent), Portuguese (Very good), Italian (Intermediate)
* OTTIAQ certified translator
* Strong knowledge of Cisco Architecture, TCP/IP Protocols & WAN/LAN designs.
* Knowledge of Windows servers and experience with a ticketing system
* Excellent troubleshooting, solution provider & documentation writing skills
* Versatile skill set with experience in troubleshooting, customer service, engineering, leading team projects and written and oral communication
* Strong network administration skills, TCP/IP networking and SNMP monitoring
* Proven planning, troubleshooting and improvement to enterprise-level IT infrastructure
* Experience with UPS, power distribution and wireless networks
* Experience with VPN, Cisco router configuration, performance monitoring and network performance tuning
* IT & Telecom infrastructure
* Experience with network configuration and infrastructure
* IP network monitoring and management tools (IPAM, NMS, etc...)
* Familiarity with Telco and Datacom platforms & architecture
* Excellent experience with Ericsson Mini Link TN and other Ericsson products
* Knowledge in IP, Ethernet, VLAN, L2/L3 Protocols and 802.1x standards
* Good knowledge in IPsec, GRE, NAT, IPv6
* Strong Windows (all versions) and Software Application and hardware support (Word/Excel/Outlook)
* Ability to troubleshoot and manage desktops and laptops, Laser Printer set up, administration and Cloud based email support, POS support, various internet browsers, Antivirus software, Anti-Malware software, printer and connectivity issue
* Experience supporting Cisco switches, routers, etc.
* Working knowledge of PDH, SDH and DWDM (configuration, design and acceptance)
* Familiarity with access control systems, video monitoring, telephony systems and other
* Working knowledge of Linux and Kali Linux
* Administration and configuration of network equipment
* Strong knowledge of desktops, servers, printers and MS Office
* Exceptional communication, problem solving, project execution and time management
* Ability to write documentation and train users on new functionality being deployed
* Ability to work in a fast paced environment and work under pressure
* Positive attitude and ability to work as a team player
* Excellent verbal, written and presentations skills
* Ability to travel across Canada & the world (visas for the UK, Schengen Area & USA) for project related activities
* Strong Project Management experience
* Responsible self-starter who is able to effectively plan and organize his own work
* Prioritizing and multitasking abilities and meeting deadlines
* Strong communication skills and command of the English language, written and verbal
* Excellent customer service skills
* Self-starter and quick learner whose best self emerges in new and challenging environments

**EMPLOYMENT EXPERIENCE**

***IP/MPLS Core Network Analyst, Videotron, Montreal, QC, Canada, +5000 employees 10/2016 – \*\****

* Ensure completion of network projects from analysis to realization and support.
* Participate in other teams projects.
* Develop the required documentation for the efficient delivery of projects.
* Conduct benchmarking to validate new IP products & solutions used in the Cored IP/MPLS Network.
* Support all IP services that pass through the Core Network.
* Write reports, analyzes, recommendations, memos and other needed documents.
* Follow-up projects from Initiation to closing, and ensure their smooth execution without problems for our clients.
* Design and conduct the needed expansions.
* Deploy, maintain and support the equipment protocols and under the responsibility of the team.

***Network Specialist 1, Cogeco Peer 1, Montreal, QC, Canada, +6000 employees worldwide 04/2016 – 10/2016***

* Actively troubleshoot core network technologies (DWDM/CWDM, TDM/SONET, Ethernet, VPLS, MPLS, OSPF, IPVPN and BGP)
* Deliver telecom services such as Transparent LAN (TLAN), Metro LAN (MLAN) and Dedicated Internet Access (DIA)
* Train new staff on layer 2 protocols including Spanning Tree, 802.1s and 802.1w, 802.1Q, 802.1P, 8021AD and Transparent VLANs
* Perform advanced troubleshooting for layer 2 bridging/switching, TCP/IP inter-networking and routing with OSPF and BGP
* Monitor & Maintain backhaul network stability / Availability (proactively)
* Responsible for following up and tracking client/corporate escalation management
* Directly support approximately (>4000) customers with technical service issues in an international NOC (Network Operations Centre) environment
* Troubleshoot client issues
* Equipment engineering, upgrades, repairs, modifications and installations
* Interface directly with customers and track interactions, progress and resolution in trouble tickets.
* Respond to and resolve troubles reported by customers or management systems in a timely manner
* Perform timely technical and management escalations for outstanding troubles
* Perform first level technical and management support to business clients
* Provision new or existing services including moves/adds/changes as customers request (online when possible), which includes provisioning of Cisco routers and switches, and various Unix platform
* Analyse Service Assurance performance and the disposition of all trouble tickets, Administer and report NOC objectives such as; MTTR, Network Availability, call and Trouble Ticket volume, Trouble Ticket resolution, and call centre metrics
* Other duties include activities involving network builds, network maintenance, release/change management and capacity management
* Coordinate engineering involvement for trouble resolution where required
* Coordinate & manage Customer Major Events as required
* Perform configuration changes on live core network devices

***Senior Network Engineer, Ooredoo Algeria, mobile operator, +2500 employees***

***03/2010 – 12/2015***

* Design IP networks and incorporate new nodes (Ericsson & Cisco switches and routers) and rings in the network
* Design of several network architectures involving the design of VLANs and MPLS
* Write several RFQs and choose several vendors/offers for different network projects and manage big projects (more than 500 000 CAD)
* Design several network solutions and upgrade of different IP networks and wireless networks
* Upgrade the routing of several internal networks from static and RIP to OSPF
* Act as level III support, analyse critical problems and offer solutions
* Design several new equipment infrastructures, do the acceptance, and proceed with the commissioning
* Acceptance and commissionning of several MPLS facilities
* Designed the configuration of more than 5000 nodes (Cisco, Ericsson switches and routers)

*KEY ACHIEVEMENTS*

* Designed the new architecture and migrated successfully more than 5000 nodes from a RIPv2 routing to OSPF (more than 90 areas all around the country)
* Designed the migration of over 5000 nodes from RIP v2 (& static) routing to OSPF routing (over 100 areas)
* Migration of several nodes running on telecom technologies (SDH, PDH & DWDM) to an all IP infrastructure
* Creation of a think-tank for the 3G project and management of the project (project of more than 800 000 CAD); and management of a team of 3 managers and 10 engineers
* Designed the new architecture and migrated successfully a network of over 50 nodes running static routing to OSPF

***Network Surveillance Engineer (NMC/NOC), Ooredoo Algeria, mobile operator, +2500 employees 2007 - 2010***

* Assume responsibility for correctly forwarding trouble tickets. Follow up on these trouble tickets and ensure a speedy response
* Report to the NMC Coordinator on duty and escalate serious and long outstanding faults for his attention
* Provide support for equipment which reached end of support by the vendor
* Analyse security and vulnerability; and propose practical solutions for switches and routers
* Do the remote upgrades and installation of the patches provided by the vendors for servers, switches and routers
* Configure, administer, optimize and troubleshoot a newtork of over 5000 nodes (switches and routers)
* Provide 24/7 support to different teams in a shift rotation fashion and guarantee a 24/7 on call availability
* Act as an interface with subcontractors and help them in case of technical problems
* Provide ideas and feedback on software tools, procedures and improvements to NMC/NOC functionality.
* Troubleshoot several network equipment as well as telecom equipment involving technologies as MPLS, SDH, PDH, microwave …etc.
* Configure remote access to several nodes
* Arrange for onsite service and routine maintenance on printers and other peripherals and Computer room equipment

***Telecommunication Technical Support Engineer, ZTE Corporation 10/2005 - 10/2006***

* Provide clients with technical support
* Train clients to be able to use ZTE equipment
* Manage ZTE technical translators & writers team

*KEY ACHIEVEMENTS*

* Presented ZTE Transmission Solution in the WSIS of 2006, and introduced ZTE solutions to several VIP clients
* Negotiated and elaborated the guidelines for ZTE training centre in Algeria, at the INPTIC institute

***Freelance translator 2006 – \*\****

* Translate several internal documents, medical surveys, RFQs, technical manuals, présentations… etc. (from french, arabic, english, spanish or portuguese to french or arabic) for several global clients

*KEY ACHIEVEMENTS*

* Translation of 800 000+ word for several fortune 500 companies
* Translation of 800 000+ word for several translation agencies

**EDUCATION**

State Electrical Engineer Diploma, ENP, Algiers, Algeria – 2005

First Cycle of Studies Diploma, ENPEI, Algiers, Algeria – 2005

Military Section Chief’s Diploma, ENPEI, Algiers, Algeria – 2005

**PROFESSIONAL CERTIFICATES**

CCDP (2016-2019) – (validation number: 425047588570AMDH – validation website: https://ciscocertificates.com//verify.cfm)

CCNP R&S (2016-2019) – (validation number: 425023819786INZM – validation website: https://ciscocertificates.com//verify.cfm)

CCDA (2016-2019) – (validation number: 424317712176CRUJ – validation website: https://ciscocertificates.com//verify.cfm)

CCNA R&S (2016-2019) – (validation number: 424262800580DNCH – validation website: https://ciscocertificates.com//verify.cfm)

CCNA SP (2016-2019) – (validation number: 25824169657ALZM – validation website: https://ciscocertificates.com//verify.cfm)

CCNA R&S (2007-2019) – (validation number: 393974186840BNZN – validation website: <https://ciscocertificates.com//verify.cfm>)

PMP – 01/12/2016 (verification website: https://certification.pmi.org/registry.aspx)

Comptia Network + – 15/01/2016 (verification code: M5V9FHE3GD412Z5R – verification website: https://www.certmetrics.com/comptia/public/verification.aspx)

Proz.com Certified Translator

**MEMBERSHIPS**

Voting member of the American Translators Association, since 2011

PMI (Project Management Institute)

OIQ

OTTIAQ

**Hobbies**

Travelling, swimming, hiking, reading, psychology, chess