Hani Almasoud

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PROFESSIONAL SUMMARY

Highly accomplished professional with over 25 years of success leading and delivering innovative solutions and complex projects across telecom, private sector, and non-profit organizations. Adept at driving business growth through strategic planning, programs and product management, and collaborative stakeholder engagement. Expertise in optimizing service delivery, managing vendors, and leveraging technology to boost operational efficiency and exceed customer expectations. Consistently deliver results within budget and timelines while fostering a high-performing team environment, aligning with organizational vision and goals to ensure service excellence, adoption, and sustainability.

WORK EXPERIENCE

Sr. Technical Program Manager, Us-Ignite Organization

- Washington D.C, July 2021-Present

- Manage the project management office (PMO) tasks such as planning, stakeholder management, communication, outreach, risk, governance, standardization, prioritization, training, and reporting.
- Lead different procurement processes (RFP, RFQ, RFI) with vendor evaluation, selection, and management.
- Support the organization's strategic vision to deliver actionable business information and consultation to influence decision-making and maintain cohesive relations with partners and educational institutes.
- Meticulously oversee project execution to achieve optimal deliverables within the allocated budget and schedule to deploy advanced wireless city-scale testbeds network for experimental and research programs.
- Run technology pilots to develop solutions, use cases, prototypes, and an innovation roadmap for the Smart Bases, Smart Cities, and Communities programs.

Sr. Technical Services Delivery and Product Manager, TATA Communications

- Virginia, September 2018-July 2021

- Delivered cutting-edge tools and solutions for mobile network optimization and anomaly detection. Developed a robust business relationship with clients.
- Demonstrated new products and features to customers and communicated the solution's value proposition and capabilities. Participated in many events and provided training for new or existing users.
- Developed a product roadmap with the R&D team and accommodated new requirements, customizations, and demands that enhanced the solution's functionality, customer experience, and satisfaction.
- Collaborated with diverse teams in different locations to follow up on new releases and patches. Track open tickets, issues/blockers, or any other inquiries internally and externally.

Sr. Project Manager- Technical Lead, Samsung (Contractor)

- Virginia, October 2017-September 2018

- Assigned the needed resources to meet goals. Handled customer escalation, communication, or any other requests.
- Defined the project success criteria, quality metrics, and performance indicators (KPIs) and ensured all milestones and targets were met. Analyzed data and statistics to report any performance degradation.
- Conducted process analyses and increased capacity by automating some steps and integrating new tools into the system and workflow.

Product Manager, Keysight Technologies (Contractor)

- Virginia, Nov 2016-September 2017

- Managed customers' accounts and software production for mobile network data collection and analytics.
- Identified new features and transformed the requirements into actionable items and user stories. Reprioritized the backlog and helped the developers in product iterations, testing, and release notes.
- Applied Agile and Kanban methods with daily scrum calls to clear any hurdles and keep software development on track. Planned sprints, reviewed, and retrospective.

Project Manager-Principal RAN Engineer, Billz Inc
- Virginia, Jan 2015-October 2016
- Led cross-functional teams in multiple projects for network benchmarking and configuration audits. Identified non-optimal parameters and flagged impact on the system performance.
- Streamlined the logfile postprocessing and reporting mechanism. Assisted management with the portfolio vision and mission and how to reach the desired goals and objectives with the available resources.

Service Assurance Engineer, Ooredoo (Contractor)
- Muscat, May 2013-December 2014
- Monitored and analyzed daily network traffic and performance KPIs. Performed end-to-end signaling trace to assist the call center team solve customer tickets.
- Validated newly commissioned sites and cluster results. Identified possible sector swaps, missing neighbors, parameter inconsistency, or other potential issues causing service degradation.

RF Planning & Design Engineer, Umniah
- Amman, August 2012-May 2013
- Designed and deployed new mobile sites to fill the network coverage gap and increase capacity.
- Implemented a frequency selection plan to reduce interference and improve service quality.

Radio Optimization Engineer, Smart Company for Engineering Services
- Amman, February 2011-July 2012
- Analyzed test files and layer3 messages. Optimized network parameters, which reduced network errors.
- Utilized different tools for antenna physical adjustments that reduced cell overshooting and congestion.

Network Testing Team Lead, Ericsson (Contractor)
- Dubai, March 2007-February 2010
- Overhauled the general testing methods, metrics, results format, and recommendations to the client.
- Launched a new testing campaign to investigate the newly enabled features improvement efficiency.

Radio Quality Engineer, Wataniya Telecom (Contractor)
- Kuwait, October 2006-March 2007
- Performed new site functionality test and processed the collected data for cluster acceptance.
- Determined configuration issues and fixed them with the network operation center.

Radio Measurement Team Lead, Orange-France Telecom
- Amman, June 2000-September 2006
- Established a new team of engineers and testers to perform different voice and data testing scenarios.
- Resolved technical, logistics, and administrative issues of the field and back-office team.

Technical Team Lead, Jordan Public Pay Phone Services (JPP)
- Amman, March 1998-June 2000
- Supervised the team and coordinated between several entities for phone installation permission.
- Planned the weekly schedule and assigned duties for installation and maintenance.

EDUCATION

- **Master's Degree**: Master of Business Administration (MBA), Strayer University, Virginia, GPA 4.0.
- **Bachelor's Degree**: Telecommunications and Electronics Engineering, Isra University, ranked first in class.

CERTIFICATES

- Program Management Professional (PgMP), Project Management Institute (PMI).
- Project Management Professional (PMP), Project Management Institute (PMI).
- Agile Certified Practitioner (ACP), Project Management Institute (PMI).

SKILLS

- Project Management: Waterfall, Agile, Hybrid, Kanban, Microsoft Project, Smartsheet, Clickup, Monday, Placker, Trello, JIRA. Excel, PowerPoint.
- Data Analytics: Power BI, Qlik, Matrix Analytics.
- Wireless Technologies: 5G, 4G, 3G, 2G, 3GPP.
- Tools & Platforms: MapInfo, cSON, LSM, Spotfire, Xynergy, Mentum Ellipse, WindCatcher, XCAP, Parcel, Mentum Planet, Wireshark, QXDM, Xues Aexio, Xeda, Actix, Genex Probe and Assistant, TEMS Investigation, M2000, CME, PRS, Naster, MCOM.

TRAINING COURSES

- Data Landscape of GenAI for Project Managers, PMI, Mar 2024.
- Generative AI Overview for Project Managers, PMI, Dec 2023.
- Cisco Service Provider 5G Technologies Foundations (40 hours), Cisco, July 2021.
- LTE Troubleshooting & Performance (40 hours), Qualcomm Wireless Academy, June 2014.
- LTE Technology and Concepts 4G fundamentals (30 hours), Teleprob, July 2012.