

RITA KAMEL

Ottawa, ON | 555 555 5555 | nomail@gmail.com
<https://www.linkedin.com/in/nolink/>

TELECOMMUNICATIONS CONSULTANT

Confidence | Focus | Speed

Senior Consulting professional with 10 years of experience in complex cross-domain client environments in the telecommunication infrastructure and applications arena. Recognized and awarded as Top Contributor and Top Achiever on multiple occasions by CEO for exceptional performance. Subject-matter expert with a Ph.D. in Physics known for maintaining focus under pressure while keeping big picture in mind, ensuring highest caliber deliverable, and confidence in presenting recommendations. Excellent communicator fluent in French and English.

Competencies: Project Management, Consulting, Problem-Solving, Leadership, Reporting, Client Management, Technical Writing, Data Analysis, Data Modeling, Technology Documentation, Technology Alignment, Damage Assessment, Optimization, Disaster Recovery, Technical Staffing, Coaching / Mentoring. **Frameworks:** Information Technology Infrastructure Library (ITIL), enhanced Telecom Operation Map (e-TOM).

PROFESSIONAL EXPERIENCE

Senior Solution Architect, Telecom Company, Ottawa, ON

2008 - Present

Joined company as WCDMA Radio Access Network Integration intern and grew from an Integration and Support Engineer role to Senior Solution Architect.

Introduce technical and strategic vision for Radio Access Network (RAN) starting from initiation, to demo, testing, red teaming, and commercial deployment by bridging gap between business problems and new technology solutions (3G/4G/5G). Match consulting with corporate environment, meeting stakeholder requirements, and accounting for projects in terms of technology, risk, scope, cost, quality, time, and resources. Oversee high-level service delivery and collaborate with team to solve difficult problems.

COMFORT WITH UNCERTAINTY / SENSE OF URGENCY

- **Provided round-the-clock remote troubleshooting and assistance** to restore radio access network nodes performance degradation following explosion event in Beirut, Lebanon.
- **Responded to urgent escalation affecting millions of end-users in a conflict-affected country** by traveling for four days to solve technical issues on-the-spot.
- **Serviced customer with very limited information** to launch first national broadband network ahead of planned time frame in Kabul, Afghanistan. Praised for communication skills, flexibility, and entrepreneurial.

SPEED OF ANALYSIS AND INSIGHT / CREATIVITY

- **Saved 30% of execution time on special projects** by reducing reliance on expert remote resources through development of new mobile application.
- **Spearheaded innovative technological feature trial in record time and won deal** by demonstrating best-in-class performance during crucial tender giving competitive edge to company.
- **Translated challenges into technical solutions** by gathering and analyzing data, to design, develop, and present recommendations using ITIL framework.

PERSUASION THROUGH COMMUNICATION

- **Convinced technical and non-technical management to adopt solutions** by showcasing deep knowledge, potential future opportunities for new business, and writing-related documentation.
- **Promoted career development of team** by participating in the recruitment, training, mentoring, and guiding of 20 Integration Engineers. Shared quantitative and qualitative knowledge that helped contribute to promotions.
- **Led multi-disciplinary team through matrix reporting** to collaboratively assist with strategic direction and execution of innovative solutions using e-TOM business process framework.

EDUCATION

NAME OF UNIVERSITY, Ottawa, ON

Doctorate in Philosophy (PhD) - Physics
Thesis: Title of Thesis

2012

Master of Science (MSc) - Physics

2008

Bachelor of Science (BSc) - Physics and Bachelor of Applied Science (BASc) - Electrical Engineering

2006

Strategy Statement

This client is a highly educated individual with extensive technical experience in the telecom field. Rita is looking to shift toward a less technical role and is targeting consulting companies. Not only did she want to change careers, but all her work experience has been with just one company. So, we employed the following strategies for this document:

For the Value Proposition, I made sure to articulate her offerings to speak to the consultancy field. I highlighted Rita's competency by mentioning the awards she has received, the high education level she's attained, as well as her added value in terms of French/English language skills. For the branding, we chose the words the client used most often to describe herself when I asked about the qualities she was most recognized for.

For the structure, I went with a hybrid format and an Applicant Tracking System (ATS)-friendly design since part of the client's job search strategy will be online submissions. The hybrid format includes a reverse chronological piece to keep the responsibilities and accomplishments under the job title. Since the roles performed throughout the years were technically very similar, I decided to divide the achievements into categories of skills needed in the consultancy field. This would serve the client's Value Proposition and minimize barriers. With this strategy in mind, I focused on the transferrable skills of the client and toned down the technical aspects. I used the job description as a guide to speak to the business aspects of the targeted role and researched what the most sought-after skills of a successful consultant were. I found the top three skills and added the client's top three achievements under each one.

In terms of design, I picked a coloured banner to make the résumé pop and kept the rest of the document simple. To help with ease of reading, I bolded items where I wanted to draw the hiring manager's eye. When doing the first draft, I noticed that I went a little over one page. The content was still less than half another page long and so I decided to keep it to one page while ensuring key information was captured.

I spelled all the acronyms at least once to ease comprehension for both technical and non-technical hiring managers. My language preference was set to Canadian English to ensure the spellchecker caught any typos. I also did my research to make sure I personally understood all the concepts the client referred to. This helped me use Rita's language on the résumé to guarantee that it is an honest reflection of her character and abilities. Further to this, I only used words that the client used during the intake process and conversations.

For the work experience, since it is still current, I used present tense in the description of the role. For all achievements, since they happened in the past, I used past tense. Finally, I worded the achievements using action verbs and the reverse Situation/Action/Results (SAR) technique.