

Zeeshan Khalid

Telecom Operations | Workforce Planning | Central Control | Service Assurance

Sharjah, UAE | 0507779175 | Zeeshan_khalid3@yahoo.com

Professional Summary

Telecommunications and service assurance professional with 13+ years of experience in Central Control Operations, Workforce Planning, SLA governance, fault management, service reliability improvement, and telecom operational coordination at Etisalat by e& UAE, working as insourced staff under various company sponsorships while performing full Etisalat operational duties. Strong expertise in supervising large operational teams, nationwide workforce forecasting, resource optimization, KPI monitoring, service assurance operations, workflow management, and ensuring high-quality service delivery for enterprise, government, and VVIP customers. Recognized for operational excellence, leadership, analytical thinking, and exceptional performance.

Professional Experience

Workforce Planning Specialist – Etisalat by e& UAE (2023 – June 2026)

- Leading nationwide workforce planning to ensure optimal technician availability across all UAE regions.
- Forecasting daily, weekly, and monthly resource requirements based on workload trends and operational priorities.
- Managing task distribution, scheduling, and load balancing to support field operations and maintain SLA compliance.
- Arranging technicians and coordinating field resources for major national and government events including Dubai Airshow, GITEX, UAE National Day, New Year operations, and VIP/Government functions, ensuring smooth operations, readiness, and uninterrupted service delivery.
- Monitoring 600+ technician's performance, system configurations, job completion rates, and regional workload distribution to identify gaps and improvement areas.
- Coordinating with Central Control, Field Operations, Service Assurance, and Vendor teams to align manpower with operational needs.
- Analyzing historical data to improve forecast accuracy, reduce delays, and enhance service delivery efficiency.
- Preparing workforce dashboards, utilization reports, and capacity insights for senior management.
- Supporting nationwide initiatives to improve productivity, resource optimization, and operational planning accuracy.

Associate Engineer – Central Control & Service Assurance – Etisalat by e& UAE (2015 – Aug 2023)

- Supervised and supported a team of 70+ controllers across provisioning and assurance functions as floor supervisor.
- Monitored controller activities, investigated operational issues, and ensured accurate job handling and timely service restoration.
- Led daily Central Control operations, ensuring smooth workflow coordination and timely resolution of field activities.
- Managed Service Assurance KPIs, SLA governance, and escalation handling for enterprise, government, and VVIP customers.
- Performed vendor invoice verification and validation, ensuring accuracy of job closures and manpower utilization.
- Coordinated with Network, IT, Field Operations, and Vendor teams to resolve high-impact incidents.
- Oversaw field workforce planning, resource allocation, and operational efficiency improvements.
- Prepared executive dashboards, performance reports, and operational insights for senior leadership.
- Ensured compliance with operational standards, safety guidelines, and quality frameworks.
- Managed HR-related coordination for 150+ staff, including attendance, issue resolution, and vendor coordination.

Dispatcher – Etisalat by e& UAE (2013 – 2015)

- Scheduled daily field tasks and managed appointment execution across assigned regions.
- Followed up with customers and technicians to ensure timely job completion and SLA compliance.
- Coordinated and supported a team of 20 technicians for task assignment and job closure.
- Supported provisioning and fault updates using CBCM, eNRM, and NMS systems.
- Monitored early-life faults and repeat-issue trends to improve service reliability.

Education

BS in Telecommunication and Networking

COMSATS University, Abbottabad, Pakistan (2008 – 2012)

Degree Equivalency & English Proficiency

- NARIC UK Equivalency Certificate confirming degree recognition and English language proficiency.

Certifications & Courses

- Cloud Computing Fundamentals (2016) – Etisalat Academy, Dubai
- ChatGPT Virtual Training – Online
- Multiple internal Etisalat trainings in operations, service assurance, customer handling, and workflow systems

Key Achievements & Awards

- Letter of Appreciation (2013) – Section Director
- Quarterly Excellence Award (Q3 2015) – Senior VP
- Quarterly Excellence Award (Q4 2015) – Senior VP
- Best Performance of the Year Award (2015) – Senior VP
- Monthly Excellence Award (Sep 2015) – CHRO
- Best Performance of the Year Award (2018) – VP & Section Director
- Quarterly Excellence Award (Q2 2019) – Senior VP
- Consistently received Exceptional, Far Exceed, and Excellent performance appraisals

Skills

- **Telecom Operations & Service Assurance:** Central Control Operations, SLA Governance, Fault Management, Incident Handling, Provisioning Support, Early-Life Fault Monitoring, Repeat-Issue Analysis
- **Workforce Planning & Leadership:** Workforce Forecasting, Field Resource Planning, Task Scheduling, Team Supervision (70+ Controllers), KPI Monitoring, Performance Tracking
- **Systems & Platforms:** CBCM, eNRM, NMS, FSM, WFMS, Maximo, FOS, GIS, PMS, UCMS, CSS, CIM
- **Reporting & Process Excellence:** Dashboard Creation, Vendor Invoice Verification, Process Optimization, RCA, Trend Analysis, Cross-Functional Coordination
- **Soft Skills:** Leadership, Communication, Customer Handling, Analytical Thinking, Time Management, Attention to Detail

Languages

- English – Professional Proficiency (NARIC UK Verified)
- Urdu – Native / Fluent

Driving License

- Valid UAE Driving License