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## MOHD FAIRUZ MAZLAN

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# OBJECTIVE:

To secure a challenging position of Project Director/Project Manager/Roll out Manager/Account Manager/Director in Telecommunication/IT industries.

# SUMMARY:

A hands-on professional with a strong and vast experience (20 years PM experience) in Project Management in telecommunication in both Wireless and Wireline technologies. Proven ability to successfully performed project management task in previous/current projects in multiples operators and vendors.

**EDUCATION:**

1997-1999

*Polytechnic University, Brooklyn, New York, USA. (currently known as NYU Polytechnic Institute)*

B.S. degree in Electrical Engineering

**SKILLS:**

Project Management- Waterfall, Agile, PMP (End to End activities)

Operation and Maintenance - Wireless and Fix Network -(End to End activities)

Business/Sales Development - Secure new contract and initiate new business prospects/getting new PO

CRM/Relationship Management - Managing constant relationship with customer high management – C level, CNO,VPs,GMs

**WORK EXPERIENCES**:

***Account Director, (Freelance/Consultants) Aug 2023- present***

* As consultants for multiple vendors, I’m responsible for managing and expanding the relationships with key clients in the telecommunications as well IT industries
* My primary objective is to drive sales and business opportunities, revenue growth, ensure customer satisfaction, and identify opportunities and prospects for upselling and cross-selling telecommunications products and services.
* Intensively drive and participate in tender in multiple operators and government, as well as create business opportunities via tech refresh, technology enhancement as well as adjusting multiple criteria to best suit customer requirement
* Enhance relationship and access from working level up to C level for multiple operators as well as government agencies
* Supporting Vendors – Multiple Chinese and Non-Chinese vendors by providing vast advance solutions to sync and best suit customer requirement.
* Managing current Ongoing tenders and roll out projects for multiple vendors.
* Serve as the main point of contact for clients and act as their advocate within the organization.
* Develop and execute account strategies to achieve revenue and growth targets.
* Identify opportunities for upselling and cross-selling telecommunications products and services.
* Collaborate with internal teams to ensure the delivery of high-quality solutions that meet client needs.
* Meet and exceed sales targets by actively identifying new business opportunities.
* Collaborate with cross-functional teams, including technical, marketing, and customer support, to ensure seamless service delivery.
* Ensure that client expectations are met or exceeded in terms of service quality.

***Project Director*, ZTE (M) Sdn Bhd, ’2015– July 2023**

* Responsible for End to End management and business cycle for TM Fix and G&E Projects - TM GPON Projects, TM UONU, TM HSBB MSAN, Metro E, GE Aggregator, CCS, Fibrecomm Projects, TIME Projects
* Have closed relationship and access to TM CNO, TM VP roll out, VP NOC, VP Strategy, GM, Regional VP. Good CRM relationship
* Cooperate with Sales and MKT to secure and win new tender – GPON Project
* Initiate new business opportunities for network upgrades or enhance network performance – MSAN tech refresh, MSAN grooming,
* Responsible for ensuring e2e POC successfully executed to meet the requirement
* Responsible for managing overall end to end cycle from securing business prospects/PO until operations and maintenance.
* Responsible for managing internal team (Roll out Manager, Technical Manager, PSO Manager, Service Delivery Manager, Logistic Manager, Supply chain..etc) and multiple projects subcons
* Responsible for e2e maintenance management for all projects mentioned above
* Responsible for negotiating until success on all possible LDs and strategy to reduce or drop the LD. Proven track record on those negotiating success story.
* Successfully managed Project Life Cycle and processes and initiated solutions for reducing cost for projects.
* Responsible for project scope, schedule, and cost control.
* At any cost, will ensure high level satisfaction of customer experience in overall project and maintenance cycle.
* Proactively monitoring and enforcing project health check/control – GAP Analysis + Action plan, Change Scope & Risk Management,
* Ensuring a sound, comprehensive status is reported and all issues, risks and exposure are highlighted in a timely and effective manner to ZTE and TM management, sponsor and stakeholders
* Responsible for managing overall project management including, project quality management, implementation schedule, budgetary control, customer relationship and subcontractor management

- Responsible for Project Planning, Project Roll out, Project Implementation, Project Budget,

Human Resources, Deliverables Quality, Project payment and

Invoicing, Project cost control, Risk/Problem Management, Communication Planning,

***Project Manager*, ZTE Corp (M) Sdn Bhd, June ’2010 – 2015**

* Responsible for managing overall project management including, project quality assurance, implementation schedule, budgetary control, customer relationship and subcontractor management
* Project Management practice based on PMBOK guidelines

- Responsible for Project Planning, Project Roll out, Project Implementation, Project Budget,

Human Resources, Deliverables Quality, Project payment and

Invoicing, Project cost control, Risk/Problem Management, Communication Planning,

***Project Manager (KV,Northern & Sabah Region),*** Malaysia TM HSBB Project, June ’10 - 2014

(Contract value RM 500 Million)

* Responsibilities involves for both 3-Year Roll Out Project and Maintenance (Operation)
* Steering Klang Valley, Northern & Sabah Regional Team (partnership with Pernec) in overall implementation of TM HSBB Project starting from site survey, delivery, installation, testing & commissioning, site hand over, invoicing/project closure – PO based on per site basis
* Also playing a big role in CRM to ensure more future business awarded to ZTE in terms of market share (more PO issued to ZTE) as well as other future prospects.
* Responsible for preparing project plan, project roll out/implementation schedule, Human Resources, Deliverables Quality, Project cost control, Risk Management plan, Problem Management plan.
* Ensure that the project definition and project plan are complete in that all deliverables, completion criteria, key dates, milestones, effort and cost plans, are well-defined and assured, in line with standard ZTE practices
* Report progress to both ZTE and TM management, sponsor and stakeholders. Ensuring a sound, comprehensive status is reported and all issues, risks and exposure are highlighted in a timely and effective manner.
* Proactively monitoring and enforcing project health check/control – GAP Analysis + Action plan, Change Scope & Risk Management,
* Manage and participate in any post-project reviews, and report on lessons learned as part of ZTE process improvement. This is done on monthly basis.
* Responsible for project preparation – ATP procedure, Project Implementation Strategies, Project Schedule, Project Scope, Quality Management, Subcon management, Kick Off Seminar, Change Control Management, Risk Management

***Project Director*, Huawei Technologies Co. Ltd (Asia Pacific Region),**

**March ’06 – June 2010**

* Responsible for managing overall project management including, project quality assurance, implementation schedule, budgetary control, customer relationship and subcontractor management
* Project Management practice based on PMBOK guidelines

- Responsible for Project Planning, Project Roll out, Project Implementation, Project Budget,

Equipment procurement, Human Resources, Deliverables Quality, Project payment and

Invoicing, Project cost control, Risk/Problem Management, Communication Planning,

Network Optimization

***Project Director,* Malaysia Celcom 3G Phase 2 Project,**

**Mar ‘06 to June 2010**

(Contract value USD 33million)

* Responsibilities involves for both 3-Year Roll Out Project and 5-year First Line Maintenance (Operation)
* Steering both Regional Project Managers in North and South for overall implementation Node B&RNC roll out , Node B &RNC upgrades, RF Engineering System Optimization,
* Take charge of the Project Implementation for 1000 Node B’s and RNC (for both Northern and Southern region)
* Responsible for preparing project plan, project roll out/implementation schedule, assisting project budget, Human Resources, Deliverables Quality, Project cost control, Risk Management plan, Problem Management plan,
* Responsible for project preparation – ATP procedure, Project Implementation Strategies, MVI, Project Schedule, Subcon management, Kick Off Seminar, Risk Management
* Responsible for coordinating broad scope of project activities – RF engineering, Network Engineering, Site Preparation, Logistics, Commercial, Transmission Network, System Optimization – 3G, HSPDA , System Acceptance Test
* Implementation of IBM RPM tools in the project, 1st Project In Huawei implemented using the RPM tool – based on PMBOK guidelines
* Implementation of Omnix for Celcom 3G project
* **Celcom 3G Ph2 Project Achievements:**
* **SUKMA Malaysia 2006** – Celcom granted appreciation letter for the success of deployment of 25 SUKMA sites within 2 weeks (including delivery from Hong Kong).
* **TM 20th MOUNT KINABALU INTERNATIONAL CLIMBATHON** – Highest 3G coverage in the world - Celcom granted appreciation letter for the success of deployment 5 adhoc sites within 1 week.
* **2006,2007,2008 Best Project Team – Malaysia Representative Office**

***Project Manager*, Huawei Technologies Co. Ltd (Asia Pacific Region), June ’05 to Sept ‘05**

* Responsible for assisting the Senior PM in overall project management including, project quality assurance, implementation schedule, budgetary control, and

customer relationship and subcontractor management (for Major Project)

- Responsible for Project Planning, Project Roll out, Project Implementation, Project Budget,

equipment procurement, Human Resources, Deliverables Quality, Project payment and

Invoicing, Project cost control.

* Responsible for participating in Pre-sales activities: Bidding, Contract Negotiation, estimating

Project cost, establish engineering strategies and plan, preparing engineering service proposal.

* Part of PMO committee, which looking into all Huawei projects in APAC region.

Each member will focus on monitoring and analyzing performance for several projects and propose solutions if needed.

Perform workshop (related to Project Management) to share skills and experience.

***Project Manager,*** TM (Malaysia) CDMA 2000 Trial Project, June ’05 to August ‘05

* Responsible for managing the project implementation of the Core Network and BTS rollout

for CDMA2000 Trial

* Responsible for Project cost control, Quality management, Subcon Management, Risk Management
* Responsible for managing/coordinating Project Implementation Team, RF Engineering Team ,Core Network Engineering, Logistics

***Project Advisor,*** India MTNL CDMA project, June ’05 to Sept ‘05

***Project Advisor,*** India MTNL MPLS project, June ’05 to Sept ‘05

* Responsible for monitoring and advising on the overall project progress/development
* Advise Project Manager on the implementation task as well as problem/risk management
* Provide solution to issues related to project implementation, logistics, subcontractor, RNP, Core Network, Quality Management..etc

***Bidding Committee,*** MalaysiaMaxis Communications MPLS Upgrade project***,*** July ’05

***Bidding Committee,*** Sri LankaCelltel GSM System expansion project***,*** July ’05

* Responsible for providing the Bidding Lead on the Project Implementation Plan, Risk Management Analysis, Project Team (Human Resources) plan, Technical feasibility study
* Responsible for advising Bidding Lead in the Technical Specification analysis

***Project Manager (In Building Project)*, Maxis Communication, July ’02 – June ‘05**

* Responsible for managing new BTS implementation project as well as Re-engineering BTS

Implementation project (Both for In-building sites)

* Responsible for the implementation project for all In-building sites throughout Malaysia
* Responsible for coordinating broad scope of project activities – IB RF engineering, Network Engineering (BSS database, BSC, Core ), Site Preparation/Construction, Transmission Network, IB System Optimization , System Acceptance Test
* Responsible for Project Implementation Schedule, Project Strategies, Human Resources planning, Subcon Management.
* Responsible for preparing Project Plan, Project preparation, Cost Control, Quality Control, Risk Management, Communication Plan,
* Responsible for planning, managing and implementing the Re-engineering/Upgrading project starting from Upgrading Sites Survey/Design to the roll-out process
* Responsible for planning/Budgeting the Materials (Antenna, Cable, connectors, etc) for the implementation process.
* Responsible for steering project to resolve VVIP complaint (Closely/aggressively managing project to build URGENT IB site. Site to ON Air within less than 1 week.
* Responsible for steering IB project to cater for special/urgent big event. Build up temporary IB sites start from scratch.
* Responsible for coordinating the contractors (Antenna system, E1 transport System, BTS system) regarding the project to be implemented
* Responsible for coordinating/problem solving the NMC(Switching), Optimization and Transport (E1) Engineering for the implementation project
* Responsible for monitoring and troubleshooting RF performance/hardware issues once new sites integrated/sites upgraded. Work together with Motorola, Optimization Engineer and NMC to resolve any issue.
* Responsible for civil work design for the Re-engineering project – Antenna reconfiguration, BTS reconfiguration, RF/E1 cable routing, Microwave structure for Transmission,
* Work together with Optimization Engineer in ATP (Acceptance Test Procedure) process, which involve data collection, analysis of spillage, verification of coverage level, quality of serving site as well as neighboring sites.
* Hands on experience in IBC (In Building coverage) design
* Hands on experience with TEMS data collection/data analysis tools
* Hands on experience with Metrica NPR RF performance statistics analysis tools
* In charge of 3G In Building Coverage project. Responsibilities include managing Node B role out, 3G IB antenna system, DC system, Site Construction, Transmission/E1 readiness.
* Good experience/knowledge of **LGC Unison product/Operation**. This system is being used in some of sites that require active system (Petronas Twin Tower, Mid Valley Mega Mall,Berjaya Times Square).
* Product hands on and knowledge: Ericsson equipment (node B) Ericsson 3202 and 3101,GSM 2206. Motorola: GSM Horizon Macro/micro

***Instrument Engineer*, Petronas Gas District Cooling (GDC), KLCC, K.L: Mar’2002- July 2002**

* Support operational locations in assessing day to day instrumentation issues, ensuring instrumentation technical integrity
* Responsible as document owner for maintaining and developing Instrumentation Maintenance Strategy and ensuring appropriate integrity management of instrument equipment
* Owner of the instrumentation related sections of the verification scheme and responsible for defining performance standards, assessing verification anomalies and assisting with anomaly closing out
* Ensure compliance with all health, safety and environmental legislation and best practice for all aspects of instrument work

***RF Engineer*, Nextel Communications, White Plains, New York, USA: Dec’99- Feb’2002**

* Responsible for designing new iDEN sites (Microcell/Macrocell Enhanced Base Transceiver Station) as well as optimizing existing sites for Queens/Brooklyn Wireless Network in New York City
* Designing EBTS starting from identifying Search Ring, Site Acquisitioning, EBTS design to the implementation process
* Responsible for coordinating subordinates (Field Technician Engineers and System Performance Engineers) regarding Performance issues and daily maintenances work
* Analyzing and Troubleshooting RF-related issues
* Constantly monitoring and optimizing the performance of each site based on statistics: Utilization; Blocking; Drop Call; Traffic Shifting/Offloading
* Involve thoroughly in System Performance : Drive-Test; New Site turn-up ; Troubleshoot problem sites
* Responsible for Queens Cluster Optimization Project (Lead) – in-charge of optimizing sites by cluster to reduce drop call, reduce blocking for both interconnect & dispatch, traffic shifting, as well as network utilization statistics
* Responsible for Capacity Planning / Network Growth for Queens- Determine the location and number of Micro/Macrocell sites needed to cope up with the challenging network growth
* Responsible for designing new Macrocell sites for both **Laguardia** & **John F. Kennedy** Airport as well as optimizing existing airport sites.
* Responsible for designing new Macrocell sites for **Shea Stadium** & **Arthur Ashe Stadium** (used for annual **US Open** tournament) as well as optimizing existing stadium sites.
* Responsible for solving “trouble-ticket– direct contact with customer to troubleshoot issues.
* Coordinate with the FTE’s for site-related issues as well as technical assistant when needed
* Involve in 2000 & 2001 NY Market Network Optimization Projects: Retune & Power Changes- coordinate with Frequency Planner for optimum retune project, drive test and troubleshoot issues
* Responsible for *testbedding* new site in the Switch– Build and testing the EBTS parameters: RF parameters, neighbors list; power level;
* Responsible for ensuring sites comply with the FCC safety – RF safety survey/measurement
* Responsible for T1 Microwave-shot link: coordinating and determining the best T1 Microwave link

***RF Design Engineer***, Mini-Circuit Scientific Laboratory, Brooklyn, New York: June’99- Dec’99

* Designing, troubleshooting and testing RF and Microwave circuits
* Designing RF and Microwave circuits using latest ***HP EM-CAD: HP-ADS and HP-HFSS***
* Designing and testing RF and Microwave circuits with HP’s latest Network analyzer, Spectrum analyzer and other test equipment
* Responsible for performing some R&D’s for the company

**COURSE WORK**:

Qualcom’s CDMA 2000, IS-95 Motorola’s iDEN wireless technology

Wireless Communications Laboratory Microwave Engineering Laboratory

Fundamental of Wireless Comm. System- IS-95, CDMA, Digital & Analog Communications

TDMA, GSM TCP/IP Networking

Data & Computer Communications Fiber Optic Communications

Electronics laboratory Feedback Control of Dynamic Systems

PASCAL Computer Architecture & Organization

Electric Circuits l & ll Junior Computer Hardware Laboratory

Microelectronics l & ll Electromagnetic Lines and Waves

Senior Design Project – *Microstrip Antenna* Huawei’s CDMA2000 1x & 1x EVDO

LGC Unison Product/Operation Maintenance

(Active system solution for In Building/repeater)

**AWARDS**:

*Polytechnic University*:

ETA KAPPA NU Honor Society – Highest EE honor

Dean’s List: Fall ’97, Spring’98, and Spring ‘99

Polytechnic University Scholarship

Malaysian Ambassador Academic Award: Fall’97, Spring’98, Fall’98, Spring ‘99

*Center of Preparatory Studies*:

Head of Center of Preparatory Studies Academic Award: Spring ’95, Fall ’95, Fall ’96

Best Project Team for ZTE Malaysia- Celcom 3G Project

**REFERENCES**:

Available upon request.