

Khaled El-Sherbiny

Operations Manager · Project Management · Data-Driven Operations

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PROFESSIONAL SUMMARY

Operations and project management leader with 22+ years in telecom, progressing from field engineering to running large-scale rollout operations. Currently direct a multi-vendor portfolio of 2,700+ sites worth EGP 73M+ (~\$1.5M), leading a team of 10 plus 12 field crews. Proven record of controlling costs, hitting quality and safety KPIs, and building Power BI dashboards and internal tools that turn project data into decisions. PMP-trained and CIPM-certified.

CORE SKILLS

Project & Operations Management · Rollout / Network Deployment · Cost Control & Budgeting · KPI & Performance Monitoring · Power BI Dashboards & Reporting · Subcontractor & Vendor Management · Stakeholder Management · Risk Mitigation

Team Leadership · Process Improvement & Automation · Data-Driven Decision Making · Financial & Invoice Tracking

PROFESSIONAL EXPERIENCE

Operations Manager — Landmark Plus, Cairo, Egypt *Jun 2016 – Present*

- Direct end-to-end rollout operations for a multi-vendor telecom portfolio (Ericsson, Huawei) spanning 2,700+ sites and 12,000+ work orders valued at EGP 73M+ (~\$1.5M) across 8 regions of Egypt.
- Lead a team of 10 — 1 project manager, 1 technical support engineer, and 7 field coordinators — plus 12 in-house and subcontracted field crews.
- Reduced operational costs by 10% through streamlined expense processes and warehouse centralization.
- Delivered 6,100+ completed work orders with 4,600+ sites reaching Final Acceptance (FAC), sustaining quality and KPI targets aligned with occupational health & safety standards.
- Designed and built internal web applications and Power BI dashboards that digitized invoicing and field-tracking workflows — replacing manual spreadsheets with a real-time, searchable single source of truth across 12,000+ line items.
- Manage financial performance, PO and acceptance tracking, and budgets against rollout timelines to protect project profitability.
- Drive cross-functional coordination, risk mitigation, and corrective action; resolve client escalations promptly to sustain high customer satisfaction.

Authorized Service Provider Manager — Ericsson, Egypt *Sep 2013 – Jun 2016*

- Defined and managed project Scope of Work, subcontractor selection, and performance audits against SLAs and compliance protocols.
- Improved service delivery through comprehensive KPI reporting and audit-driven corrective action.
- Oversaw subcontractor forecasting and governance aligned to Ericsson's field-service standards.
- Strengthened financial performance via contractual pricing compliance and efficient resource allocation.

Acceptance Manager — Ericsson, Egypt *Dec 2010 – Sep 2013*

- Led acceptance from planning to execution, ensuring deliverables met contract terms for financial closure.
- Set acceptance criteria with clients and cleared blockers, improving cash collection and reducing tied capital.

3G Coordinator — Ericsson, Egypt *May 2008 – Dec 2010*

- Delivered on-time 3G site deployments through engineering execution and cross-functional direction.
- Provided transparent tracking via progress reports, milestone logs, and stakeholder updates.

Senior Technical Support Engineer — ZTE, Egypt *Jun 2005 – May 2008*

- Delivered technical support on national projects including the Etisalat optical-fiber backbone and CDMA trials.

Radio Engineer — North Star *Oct 2004 – Jun 2005*

- Supervised installation and commissioning of Vodafone radio base stations.

Transmission Engineer — NEC *Sep 2002 – Oct 2004*

- Oversaw installation and commissioning of MobiNil microwave links across the national transmission network.

CERTIFICATIONS & TRAINING

Certified International Procurement Manager (CIPM) — International Purchasing & Supply Chain Management Institute.

Project Management Professional (PMP) — Training.

MSS & BSS Technical · GSM RBS 2000 Basics · SDH Network Synchronization · Wireless & Mobile Communications · Cisco Systems.

EDUCATION

B.Sc. Electrical and Communication Engineering

Higher Technological Institute — 10th of Ramadan City, 2001