

SAMUEL MUGOMBA

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Summary

Result Oriented Electronics/Network/Unified Communications/Projects Engineer with more than fifteen years' experience. Worked for Philips Electronics Zimbabwe/ China Comservice Solutions South Africa/Gijima Technology South Africa all vendors in the ICT with strong expertise in Product Management, Project Management, Procurement, Revenue and Expenditure Control, Technical Training, Logistics, Customer Service, Infrastructure Deployment, Electronic Workshop Repairs Solution Architecture and Pre-Sales Support using Tools and Information and Communication best practices to achieve Project time lines, system availability to meet revenue and expenditure budgets. Member of Institute of Information Technology Professionals of South Africa.

Skills

Management: Project Management, Budget, Procurement, Product management, Team Management, SLAs, Health and Safety

Unified Communications: IP Telephony, SIP, UCaaS, System Management, Business Connect Installation, Gateways, SBC,

Networking: Networking and Routing, Network Security, SD-WAN, Software Upgrades, Monitoring and Analytics

Products: NECSV9xxx, NEC 3C, Huawei LAN, WLAN&WAN, Microwave, Fortinet SD-WAN, Windows Server, SQL, Cisco On Premise & Cloud

Public Cloud - Microsoft Azure

Network-Protocols: HTTPS, SFTP, SSL, DNS, TCP/IP, HTTP, UDP, SSH, Telnet, SNMP, SIP, Internet of Things IoT, Wireshark,

Soft-Skills – Customer Service, Logistics, Good Communication, Continuous Improvement, Collaboration, Teamwork, Technical Training

Experience

Lead NEC Systems Engineer

Gijima Technology

04/2016 to Current

Pretoria/Rustenburg South Africa

- Assist in solution creation and support to sales and project to ensure solutions are delivered customer expectations
- Provide onsite build, reactive and proactive maintenance on customer equipment on time, cost effectively to set standards
- Work with customers to understand needs, communicate their requirements to Sales and then deliver a solution when approved
- Lead Successful migration from TDM Systems to IP based NEC Unified Communication Systems
- Own the problem domain, provide the best fit and best value solution, help with the sale and deployment
- Installations, configuration and administration of NEC Call managers [3C AND SV9500]
- Deployment and Maintenance of NEC IP devices [NEC SIP & Standard SIP]
- Configuring and Troubleshooting FXS and FXO ports [NEC BX range and Audio Codes MPXX]
- Ensure compatibility and interoperability of computing applications on software upgrades maintaining NEC n-1 standard
- Perform site audits and backup systems in accordance with company's disaster recovery and continuity strategies
- Managing and Monitoring systems to ensure High System Availability using MA4000 and OVOC. [One Voice Operations Center]
- Provide support and coaching to Mines Technicians/Engineers to upskill, provide continuous service on new technologies
- Management of Training and development for the Team to ensure they are upskilled with new technologies required to do their jobs

Projects Engineer

China Comservice Solution

02/2013 to 03/2015

Durban South Africa

- Lead Project Planning, Project Implementation, and Deployment of Internet Protocol Microwave for MTN/Huawei Microwave migration for Province of KZN South Africa
- Scope work including identifying people, skill, materials and other resource requirements
- Manage deployment activities within project milestones i.e. tasks, timelines and budgets
- Achieved 0% fatality and injuries during project life using Risk Assessment, Health and Safety mitigation methods
- Monitoring and Reporting on Projects costs and progress monthly/quarterly
- Compiled full as Built documents and handed over customer copy on completion and commissioning

- Lead Successful Transition from TDM microwave to Internet Protocol which improved Speed and Stability of Microwave network, Deployment turnaround of fixes from 6months to weeks with introduction of IP monitoring visibility
- Improved Deployments and Builds Using lessons learnt from project to project and documented the improvements to reduce human error and Speed up deployment processes
- Ensured project close out, contractually agreed, acknowledged by the customer and signed off and hand over to customer
- Successfully rolled out IP microwave in the province within budget and timelines to customer satisfaction

Logistics Manager

Philips Electrical Business Communications/Destiney Electronics

2009- 01/2013

Harare Zimbabwe, Southern Africa

- Management and coordination of all logistics imports, exports and national distribution to branches
- Sourced for Quotations and Compiled bill of materials from Sales quotations using tools to generate quantities and costs
- International and National Procurement for electrical and telecommunication products
- Complete responsibility for receiving, stocking, control and the purchase order cycle
- Planned and Administered the procurement budget in liaison with Sales Manager Sales orders
- Negotiated prices, terms and procurement conditions in line with company policies
- Took initiative to develop good relationship with Customs personnel by good and constant communication
- Managed delivery lead time with suppliers to meet project time lines
- Reviewed tender documents to ensure correct product specifications are provided
- Measured supplier performance using the specified delivery versus the actual delivery times and pricing
- Measured supplier performance using the specified delivery timelines and pricing

Product Support Manager

Philips Electrical Business Communications

2007 to 2008

Harare, Zimbabwe, Southern Africa

- Managed the Product Support Team, introduction and migration to new products
- Managed the escalations of second and third line SLA maintenance calls for high level support
- Provided Solution Architecture support as subject matter expert for Sales team for high range products +250 ports systems
- Improved and Engaged in the whole lifecycle of products from inception to end service to end of life
- Developed Training manuals and schedules in line with out from the training needs analysis
- Managed the Technical Training School and achieved 88% training utilization of available training days
- Monitored and controlled the training revenue and expenditure budgets
- Ensured all participants were certified to work on new products after training achieved average of 90% pass rate on technical exams
- Managed the training evaluation with participants and with feedback from respective managers from their training needs fulfilment
- Participated in Technical and Sales Interviews for new positions/employees

Education and Certifications

Diploma in Electrical Engineering [Electronic Systems]

Diploma in Information Systems Management

Diploma in Telecommunications

Certificate in Industrial Management

Microsoft Azure Fundamentals Certification

Google Cloud Fundamentals

Huawei Certified Network Professional (HCIP) Routing and Switching

Huawei Certified Network Associate Intelligent Surveillance

Huawei Certified Pre Sales Professional IP networks

Huawei Certified Pre Sales Wireless LAN [WiFi6]

Supervisor Health and Safety

Harare Polytech - Zimbabwe

Alison Online Training

City& Guilds London England - UK

Institute of Industrial Management UK

Microsoft Azure Fundamentals

Google Cloud [Coursera]

Huawei Technology

Huawei Technology

Huawei Technology

Huawei Technology

Hesscon South Africa

NEC Unified Communications Certifications:

Univerge 3C UCM Foundation

Univerge SV9500 Install and Configure

Business Connect Installation and Configuration

Univerge SV9100 Foundation

MA4000 System Management Server installation and Configuration

MA4000 Expense Management Server installation and Configuration

