# Ali Rustem

Senior IP/MPLS Engineer


| | | | |
|---|---|---|---|
| **Email** | alooshe.rstm@gmail.com | **Telephone** | +1 (343) 596-5393 |
| **Date of Birth** | 8 Dec 1988 | **Address** | Ottawa, Ontario, Canada. |


Telecom engineer with a Master's degree and extensive experience in IP/MPLS networks, telecom infrastructure, and customer-facing technical roles. I specialize in high-level routing architectures and complex network troubleshooting across large-scale service provider environments.

In parallel with my core engineering work, I design and build network automation tools in Python to improve operational efficiency and system reliability. I am also actively developing applied LLM solutions for infrastructure use cases, exploring how AI can enhance troubleshooting workflows, analysis, and network intelligence.

My focus is on bridging deep networking expertise with intelligent automation and AI-driven systems.

## WORK SUMMARY

### Senior TEC Engineer (IP IXR-SAR)
Nokia Corporation, Ottawa - Canada
Aug 2023 – Present

### IP/MPLS Technical Consultant
Nokia Corporation, Istanbul - Turkey
Apr 2019 – Aug 2023 (4 years 5 months)

### Senior Pre-Sales Engineer
V-Count Technology, Istanbul - Turkey
May 2017 – Apr 2019 (2 years)

### Telecom Implementation Engineer
SMART Co., Amman - Jordan
Mar 2013 – Jul 2014 (1 year 4 months)

### RF Planning and Optimization Intern
Syriatel Mobile Telecom, Aleppo - Syria
Jul 2012 - Sep 2012 (2 months)

## EDUCATION

### MSc in Telecommunication Engineering
Istanbul Technical University, Istanbul - Turkey
Jan 2015 - Jan 2018

### BSc in Telecommunication Engineering
University of Aleppo, Aleppo - Syria
Sep 2008 - Feb 2013

## TECHNICAL SKILLS

IP/MPLS technologies, OSPF/IS-IS/BGP operations, RSVP-TE & LDP tunnelling, Segment Routing tunnelling, L2/L3 VPN services, EVPN & VXLAN, IPsec operations, traffic engineering & QoS planning, BNG services, DHCP & RADIUS operations, IGMP/PIM multicast deployments, network automation (Python, APIs, tooling), AI applications, Retrieval-Augmented Generation (RAG) systems, active learning, network problem troubleshooting & solving, critical thinking, dedicated team player, result-oriented, strong verbal & written communication, passion for selling, storytelling.

# WORK EXPERIENCES

- **Nokia Corporation**, Ottawa, Canada
  **Senior TEC Engineer (IP IXR-SAR)**, Aug 2023 – Present
  - Interfacing, developing, and maintaining strong relationships with external and internal customers, remotely to troubleshoot/answer questions. This will involve accessing the remote sites, reviewing log files, coordinating the duplication or testing of the issue, building lab setups, gathering traces, logs, files, etc., for critical support, and more.
  - Assisting with debugging complex product installations and resolving complicated product problems by applying both established procedures and creative alternatives.
  - Interfacing, developing, and maintaining strong relationships with select members of the design team, Solution Teams, customer teams, PLM, and Product Business Units; and
  - Ensuring transfer of knowledge amongst the support organization and providing New Product Introduction training to other support organizations.

- **Nokia Corporation**, Istanbul, Turkey
  **IP/MPLS Technical Consultant**, Apr 2019 – Aug 2023 (4 years 5 months)
  - Developed a comprehensive understanding of IP/MPLS networks/technologies and related Nokia's IP product portfolio, including 7950 XRS, 7750 SR, 7210 SAS, 7250 IXR, and 7705 SAR.
  - Provided knowledgeable and experienced guidance to Nokia IP TAC engineers, by mentoring them in the best practices and solutions for their assigned networking problems and supervise their ticketing processes, ensuring that all tasks are completed in a timely and efficient manner.
  - Investigated, diagnosed, troubleshooted and resolved complex networking problems, including performance issues, network outages, and configuration errors, by applying both established procedures and creative alternatives.
  - Acted as Nokia IP special technical ambassador for multiple service providers, including Orange Morocco and Orange Jordan, to build customer relationships on a day-to-day basis and maintain high level of customer satisfaction by ensuring services are fully compliant with agreed SLAs.

- **V-Count Technology**, Istanbul, Turkey
  **Senior Pre-Sales Engineer**, May 2017 – Apr 2019 (2 years)
  - Provided technical and product demonstrations to potential customers, resulting in successful sales of V-Count solutions.
  - Developed and maintained strong customer relationships, providing post-sales support and customer service.
  - Worked closely with the sales team to identify customer needs and recommend appropriate solutions.
  - Produced technical documents, white papers, and product overviews to support sales activities.
  - Collaborated with engineering and development teams to ensure customer requirements are met.

- **SMART Co.**, Amman, Jordan
  **Telecom Implementation Engineer**, Mar 2013 – Jul 2014 (1 year 4 months)
  - Executed more than 70 MDS projects, linking banks, ATMs, enterprise and government clients throughout Jordan using Umniah Telecom network.
  - Experienced with different types of Microwave products (NEC, Huawei, Redline, Eion)
  - Responsible for Microwave links commissioning, configuring, aligning, testing, cascading, and maintenance.
  - Carried out frequency planning and spectrum analysis and conducted LOS surveys.
  - Supervised the installation and upgrading of more than 40 Umniah GSM sites throughout Jordan.
  - Established transmission links between GSM sites through MW radios.

- **Syriatel Mobile Telecom**, Aleppo, Syria
  **RF Planning and Optimization Intern**, Jul 2012 - Sep 2012 (2 months)
  - Analysis, design, optimization and enhancement of wireless telecommunications networks (GSM and WCDMA).
  - Coverage planning, evaluation and zoning support.
  - Frequency planning, interference analysis and optimization.
  - Drive tests using TEMS tools.

# ACADEMIC BACKGROUND

- **Istanbul Technical University**, Istanbul, Turkey
  Master's in Telecommunication Engineering – **3.0/4.0,** Jan 2018

  **Research Projects**
  - VeinsLTE: A Heterogeneous Vehicular Networks Simulator for Intelligent Transportation Systems. A Research and Evaluation Study, May 2015
  - Miniaturized Square-Spiral Microstrip Antenna for WLAN Dongle Devices, May 2015
  - Active Noise Control System in Car Cabins, Dec 2015
  - A Utility Proportional Fairness Approach for Resource Allocation in 4G-LTE, May 2016
  - Delay-Aware Network Optimization in LTE Based High-Speed Railway Wireless Networks, Apr 2017

  **Relevant Tools:** OMNeT++ 4.6v, HFSS 13.0, AWR Design Environment 11, MATLAB R2015.a

  **Research Publication**
  Delay-Aware Network Optimization in LTE Based High-Speed Railway Wireless Networks, Jul 2017
  The Thirteenth International Conference on Wireless and Mobile Communications, pp. 57-61, Nice – France
  ISBN: 978-1-61208-572-2

  **MSc Dissertation**
  Dynamic Optimization of Radio Resource Management in LTE-Based High-Speed Railway Networks, Dec 2016 – Jul 2017
  **Relevant Tools:** MATLAB 2015a

- **University of Aleppo**, Aleppo, Syria
  Bachelor of Science in Telecommunication Engineering, Feb 2013

  **BSc Dissertation**
  Vehicle Tracking and Positioning System with Smart Ticketing Service, Oct 2011 - Jul 2012
  **Relevant Tools:** BASCOM-AVR 2.0.7.3, MATLAB 2013b.

- **Aleppo American Collage**, Aleppo, Syria
  Scientific Baccalaureate – **95.0%,** July 2007

# CERTIFICATES & EXAMS

- Nokia IP Networks and Services Fundamentals Exam
- Nokia Network Routing Specialist I (NRS I) Certification
- Nokia Interior Routing Protocols Exam
- Nokia Multiprotocol Label Switching Exam
- Nokia Services Architecture Exam
- Nokia Border Gateway Protocol Exam
- Nokia NRS II Lab Exam
- Nokia Network Routing Specialist II (NRS II) Certification
- Nokia Virtual Private LAN Services Exam
- Nokia Quality of Service Exam
- Nokia Network and Service Router Security Exam
- Nokia Virtual Private Routed Networks Exam
- Nokia SRA Lab Exam
- Nokia Service Routing Architect (SRA) Certification
- Nokia Segment Routing
- Nokia Ethernet Virtual Private Network Services
- Nokia Multicast Protocols Exam
- Bell Labs 5G Certified Associate

# LANGUAGE SKILLS

| | |
|---|---|
| **Arabic** | Native/bilingual proficiency |
| **English** | Full professional proficiency |
| **Turkish** | Professional working proficiency |