

Jebræel Tofighi

Chief Operations Officer/Chief Sales Officer

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RESEARCH INTEREST

- Strategic transformation of telecom operations through AI/ML and network intelligence
- Commercial leadership in 5G/6G, Open RAN, and next-gen mobile ecosystems
- Scalable models for telecom managed services, field operations, and customer experience
- GTM (Go-to-Market) innovation and enterprise sales growth for B2B and government sectors
- Cross-border vendor collaboration, international program delivery, and tech partnerships

EDUCATION

Master of Science(MSc) in Information Technology | Tarbiat Modares University | Tehran, Iran

(2013-2015)

Bachelor of Science (B.Sc.) in telecommunication engineering | Tehran Telecommunications faculty, Tehran, Iran

(1994- 1998)

PROFESSIONAL EXPERIENCE

Chief Operations Officer & Chief Sales Officer (COO&CSO) | NAK | World-class telecom managed services company | Tehran, Iran | Feb 2018 – Present

- Led the nationwide transformation of RAN sites from LTE to LTE-A and 5G SA/NSA in partnership with Ericsson, Huawei, and Nokia, modernizing Iran's largest mobile network and achieving national 5G readiness.
- Directed a leadership team of 60+ senior managers and 1,350 indirect staff across network operations (NO), planning & optimization (NPO), implementations (NI), marketing, and enterprise sales—delivering full alignment with corporate strategic goals.
- Led the design and deployment of Kashef, an AI/ML-driven software for real-time RAN interference monitoring, integrated with OSS to collect frequency-layer data across live sites, detect multipath issues (reflection, diffraction, scattering), and recommend automated frequency adjustments—boosting network KPIs and reducing OPEX
- Portfolio Manager for the Centralized RAN (C-RAN) modernization project in dense metropolitan zones, by aggregating distributed RAN (D-RAN) nodes into centralized baseband hubs across 2G–5G layers; achieved 70% reduction in power consumption, 60% site footprint savings, and 40% decrease in vandalism.
- Directed the integration and performance optimization of national IP backbone sites, utilizing platforms from international vendors.
- Supervised Iran's first 5G Lab —managing 5G solution validation, benchmarking, and pre-deployment testing, leading directly to the country's first live 5G launch.
- Directed a multi-phase national 5G pilot rollout, positioning MCI as a leading 5G technology provider in Iran and one of the first in the region.
- Directed the nationwide IP backhaul modernization in support of TDD-LTE and 5G deployments. This involved the deployment of routers and PTP clocks, with all work completed in full compliance with service level agreements (SLAs).
- Managed In-Building Solution (IBS), subway, and repeater projects across more than 900 indoor sites, ensuring optimized KPIs, seamless mobility, and SLA-aligned performance monitoring.

- Spearheaded Phase 7 of MCI's network expansion, integrating 2,000+ RAN sites (2G/3G/4G). This project boosted national capacity by 380% and achieved all delivery KPIs.
- Directed a comprehensive three-phase network expansion (Phases 7, 8, and 9) across the entire MCI network. This initiative, which included new site rollouts, modernization, and transmission upgrades, boosted network capacity by 600% and achieved 100% client satisfaction.
- Led launch of Wi-Fi offload network —completed ahead of schedule and fully approved by the customer with highest satisfaction rating.
- Directed the design of technical and commercial proposals for mobile operators, government, and NGOs—leveraging SAP, Salesforce, ROI/TCO models to secure multi-million-dollar contracts.
- Managed national telecom compliance with ITU-T, ETSI, and CRA regulations—achieving 100% audit clearances and ensuring fast-tracked approvals across all strategic programs.
- Drove the GTM strategy for network services (2G–5G, IP/MPLS, data center), resulting in a significant increase in market share and enterprise revenue within a highly competitive B2B environment.
- Launched VIP B2B/B2C service tiers with 99.95% SLA, improving retention across high-value segments including government and financial clients.
- Led Cloud RAN, private 5G, and edge computing pilots as part of NAK/MCI's innovation roadmap, creating a future-ready network architecture with reduced latency and improved scalability.
- Collaborated with C-level leaders from MCI, Irancell, TCI, Etisalat, CRA, and global vendors (Ericsson, Huawei, Nokia), as well as government ministers and national board members—shaping Iran's ICT transformation agenda.
- Trained and mentored 300+ junior project leads and team leaders across MCI, NAK, universities, and vendors—sharing leadership best practices, vision-setting methods, and executive mindset frameworks.

Head of Board Member | Iranian Towers Co. | Tehran, Iran | Oct 2021 – Present

- Directed national strategy for mobile infrastructure expansion, approving new tower sites in major cities to boost RAN sharing, optimize operator coverage, and increase network capacity by 15%.
- Oversaw the design and nationwide rollout of diverse tower types—including greenfield, monopole, tripole, rooftop, and roof-garden—ensuring compliance with urban planning and city beautification policies.
- Championed culturally inspired tower aesthetics, integrating Iranian historical and architectural motifs to improve public perception, secure regulatory approvals, and promote infrastructure harmony with local environments.
- Established and governed multi-tenant tower sharing frameworks, reducing OPEX by 20%, lowering power consumption, and delivering a 32% increase in revenue over four years through site consolidation and optimized leasing.
- Led strategic expansion into underserved urban zones, driving 20% company revenue growth and aligning infrastructure investments with national digital inclusion goals.
- Co-founded and scaled a visionary telecom tower model blending functional excellence with visual integration, setting new national standards for infrastructure innovation.
- Directed company-wide vendor management and cost governance, streamlining delivery timelines, improving contractor performance, and reducing deployment costs.

Program & Key Account Manager | NAK | Tehran, Iran | Sep 2012 – Feb 2018

- Led the end-to-end delivery of telecom services across 2,500+ sites in Tehran, covering Network Optimization (NO), Planning (NPO), and Implementation (NI), achieving 99.998% network availability and maintaining 100% customer satisfaction over two consecutive years.
- Managed strategic key accounts, aligning complex service delivery with evolving client roadmaps while ensuring SLA adherence and consistently hitting growth and retention targets.
- Developed and executed account plans and sales strategies, directly contributing to commercial success and the long-term retention of high-value clients.
- Directed and motivated cross-functional teams of 135+ staff across engineering, delivery, and commercial units, driving delivery excellence, KPI performance, and full compliance with technical and operational standards.

- Oversaw vendor strategy and performance, optimizing supplier engagement, reducing delivery friction, and improving project execution efficiency across multiple streams.
- Spearheaded commercial negotiations, proposal development, and competitive bidding, securing multi-million-dollar telecom contracts in a dynamic and price-sensitive market.
- Drafted and managed Service Level Agreements (SLAs), continuously monitored performance metrics, and ensured complete documentation and on-time delivery tracking across all engagements.

Head of Network Operations | MCI (*Mobile Communications of Iran*) | Tehran, Iran | Jun 2001 – Sep 2012

- Oversaw the end-to-end operations of 2,000+ mobile network sites across Tehran and regional hubs, with full accountability for scope, budgeting, and timeline adherence on infrastructure and service delivery projects.
- Led and developed a multi-tiered team of 50+ technical staff and five subcontractor companies, conducting performance reviews, aligning teams to strategic KPIs, and driving operational excellence across all functions.
- Managed contract and SLA governance for over 1,500 sites, ensuring seamless service continuity, incident response, and regular reporting aligned with regulatory and organizational standards.
- Spearheaded technical contract negotiations and vendor engagements, driving operational improvements through technology evaluations, upgrades, and cost-performance optimization.
- Defined and enforced performance KPIs for RAN and Core Networks across 1,000+ site operations, setting benchmarks that improved uptime, quality, and network reliability.
- Played a key role in cross-departmental strategy alignment, renegotiation of service agreements, and continuous optimization of the network operations structure.
- Provided strategic leadership in long-term planning, team restructuring, and professional development, ensuring a scalable and future-ready operations workforce.

Field Operations Specialist | MCI | Tehran, Iran | Apr 1999 – Jun 2001

- Performed preventive and corrective maintenance on 250+ sites.
- Handled site readiness, materials logistics, site acceptance, and civil work inspections.
- Monitored compliance with technical and safety standards on-site.

INTERNATIONAL COLLABORATION

Fiber optic Development – Philippines | Role: Program Manager | Fund: \$5,714,282 | Duration: 2016-2020 | Status: Closed

RESEARCH PUBLICATION

Translation: “An Introduction to LTE: LTE, LTE-Advanced, SAE, VoLTE and 4G Mobile Communications” Author: Christopher Cox, translation: Ali Nikfal, Jebraeel Tofighi, Publication: Naghoos, ISBN: 9789643779504, 2016

Link: <https://lib1.kashanu.ac.ir//dL/search/default.aspx?Term=28764&Field=0&DTC=4>

INDUSTRIAL/ACADEMIC PROJECTS

1. **Kashef AI-Driven RF Optimization Tool Development Project** | role: Program manager and sponsor | Duration: 2019-2023 | Status: Done
2. **5G Indoor Wireless Deployment** | Role: Program Manager | Duration: 2021–2025 | Status: Done
3. **TD-LTE Development** | Role: Portfolio Manager | Duration: 2022–2025 | Status: Ongoing – extended annually
4. **Iranian Towers Sharing & Beautification** | Role: Portfolio Manager | Duration: 2024–2027 | Status: Ongoing
5. **Data Center Development** | Role: Portfolio Manager | Duration: 2023–2025 | Status: Closed
6. **IP Backbone (IPBB) Integration and Rollout** | Role: Portfolio Manager | Duration: 2023–2024 | Status: Done
7. **Nationwide 5G Macrosite Integration – Second Phase** | Role: Portfolio Manager | Duration: 2022–2025 | Status: Ongoing
8. **Nationwide 5G Macrosite Integration – First Phase** | Role: Portfolio Manager | Duration: 2020–2022 | Status: Done
9. **9th Phase Network Development and Extensions(add tech and new sites)** | Role: Portfolio Manager | Duration: 2022–2025 | Status: Ongoing – extended annually

10. **IP Backhaul (IPBH) Annually Operation and Maintenance** | Role: Portfolio Manager | Duration: 2022–2025 | Status: Ongoing – extended annually
11. **Network Units Repair and Return Center(Koye KAN)** | Role: Portfolio Manager | Duration: 2021–2025 | Status: Ongoing – extended annually
12. **National Wide Data Center Monitoring and Optimization Project** | Role: Portfolio Manager | Duration: 2021–2025 | Status: Ongoing – extended annually
13. **USO (Universal Service Obligation) – New Site** | Role: Portfolio Manager | Duration: 2021–2024 | Status: Done
14. **Mobile Tower Change** | Role: Portfolio Manager | Fund: \$37,274,865 | Duration: 2021–2024 | Status: Done
15. **Wi-Fi Deployment** | Role: Portfolio Manager | Fund: \$312,172 | Duration: 2021–2022 | Status: Done
16. **IBS(Indoor Base Station), Subway, Repeater** | Role: Portfolio Manager | Duration: 2020–2025 | Status: Running
17. **Fiber Optic Implementation for MW to F.O cutover** | Role: Portfolio Manager | Duration: 2019–2024 | Status: Done
18. **8th Phase National Wide New site integration** | Role: Program Manager | Duration: 2019–2022 | Status: Done
19. **Country RAN Network Operations** | Role: Program Manager | Duration: 2019–2025 | Status: Ongoing – extended annually
20. **PS (Packet Switching) Core Optimization** | Role: Portfolio Manager | Duration: 2019–2025 | Status: Ongoing
21. **Intelligent Transportation System (ITS)** | Role: Program Manager | Duration: 2019–2021 | Status: Done
22. **Nationwide RAN Network Optimization** | Role: Program Manager | Duration: 2018–2025 | Status: Ongoing – extended annually
23. **Circuit Switching (CS) Core Optimization** | Role: Portfolio Manager | Duration: 2017–2025 | Status: Ongoing – extended annually
24. **7th Phase Nationwide Network Integration** | Role: Project Manager | Duration: 2016–2017 | Status: Done
25. **Philippines National Fiber Optic Installation – Philippines** | Role: Program Manager | Duration: 2016–2020 | Status: Closed
26. **RAN Network Field Service Operations** | Role: Program Manager | Duration: 2012–2025 | Status: Ongoing – extended annually.

HONORS AND RECONGNITIONS

- **National Award – Top Executive of the Year in Telecom (Second Award)**
2022 – Repeated national recognition for impactful leadership and project excellence in telecom modernization.
- **National Award – Top Executive of the Year in Telecom (First Award)**
2021 – Selected as one of Iran’s top national telecom leaders for exceptional performance and innovation in mobile infrastructure delivery.
- **Letter of Appreciation – Communication Regulatory Authority of Iran (CRA)**
March 2023 – Recognized for executive leadership and significant contributions to improving telecom service quality and supporting national regulatory collaboration efforts.
- **Letter of Appreciation – Telecommunication Company of Iran (TCI), Hormozgan Province**
March 2023 – Acknowledged for successful strategic support and technical cooperation in provincial infrastructure development.
- **Recognition Letter – Mobile Telecommunication Company of Iran (MCI), Zanjan Region**
2022 – Praised for high-impact contributions to regional network quality and outstanding technical leadership.
- **Recognition Certificate – TCI, Tehran**
2014 – Commended for operational leadership, project coordination, and improving service performance across Tehran’s telecom operations.
- **Excellence Award – NAK**
2018 – Honoured for delivering exceptional results as Technical Vice President and leading complex national telecom projects.
- **Certificate of Appreciation – CRA (Communications Regulatory Authority of Iran)**
2015 – Recognised for contributions to mobile network optimisation, performance improvement, and collaboration with national regulators.
- **Appreciation Letter – Ministry of ICT, USO Department**
2023 – Recognised for national-level contributions to universal telecom service deployment in rural and underserved regions of Iran.

- **Appreciation Letter – Ministry of ICT, Lorestan Province**
2023 – Commended for technical excellence and operational leadership in executing provincial telecom expansion projects.
- **Recognition Certificate – Mobile Telecommunication Company of Iran (MCI), Fars Region**
2022 – Acknowledged for outstanding efforts in regional telecom network management and service quality delivery.
- **Appreciation Letter – Election ICT Committee, Tehran Province**
2022 – Honoured for leading the technical operation of the secure ICT infrastructure for Tehran’s 2022 elections.
- **Letter of Appreciation – Ministry of ICT, USO Department**
2022 – Recognized for successful execution of rural network service rollout as part of the USO national development strategy.
- **Recognition Letter – CRA (Communication Regulatory Authority)**
2022 – Acknowledged for enhancing mobile network quality and driving strategic telecom initiatives nationwide.
- **Appreciation Letter – Governorate of Tehran Province**
2023 – Honoured for leadership in mobilising telecom services and technical coordination during government-led public service programs.
- **Recognition Letter – Ministry of ICT, USO Program**
2023 – Commended for leading the deployment of rural connectivity projects under the Universal Service Obligation (USO) framework.
- **Appreciation Letter – CRA (Communication Regulatory Authority), Planning Unit**
2023 – Recognised for outstanding collaboration and leadership in strategic planning, regulatory alignment, and national telecom development.
- **Letter of Appreciation – CRA (Iran), National Network Operations**
2023 – Awarded for effective oversight of mobile infrastructure modernization and regulatory coordination across provinces.
- **Certificate of Honour – CRA Iran**
2022 – Acknowledged for excellence in executive telecom planning and for delivering critical mobile access solutions in under-served areas.
- **Appreciation Letter – Ministry of ICT, Tehran Province**
2023 – Recognised for contributions to ICT service coordination and provincial telecom projects with high public impact.
- **Commendation – Ministry of ICT, Hormozgan Province**
2023 – Honoured for strong leadership in deploying provincial telecom systems, especially in challenging geographical areas.
- **Project Recognition – Hamrah Aval (MCI)**
2023 – Appointed as the 5G Project Technical Leader for nationwide rollout coordination and operational excellence.
- **Project Appointment – NAK (Network Architecture Knowledge)**
2023 – Appointed as Project Director for Phase 7 complementary Faraz Project, overseeing mobile network expansion and modernization.
- **Award of Appreciation – National Health Industry Summit (Iran)**
2018 – Honoured for contributions to innovation and smart technology in healthcare communication infrastructure.

PROFESSIONAL MEMBERSHIPS

- Trading Commission Committee of MCI membership
- Electronic Election Technical Committee of Iran membership
- Evaluation of Specific Legal Cases Committee membership

- 5G steering Committee of MCI membership
- Technical and Commercial committee of MCI membership