



Biography

Dr.Lamiaa Zeiada, Telecom Egypt

Lamiaa graduated with a B.sc in Computer Science and IT from Ain Shams University in 2004, received her MBA from AASTMT in 2016, and an academic MBA from Helwan University in 2018 and a DBA from Ain Shams University in 2019.

In August 2005, she joined Telecom Egypt as a Project coordinator, becoming Project Manager for Mega cooperation projects with the governmental entities and now she is General Manager of Operational Support, Regulatory, Governance and Government Relations.

Her current research interests are in the broad areas of Quality Management of mobile networks, Customer Experience, and the affecting factors.