

CURRICULUM VITAE

Profile

Name : **Ramos Caniago**
Telco skill : Ericsson (OSS-RC, ENIQ, ENM, So-EM, OMBS, RAN (2G, 3G, 4G, 5G))
IT skills : Linux, Solaris, Python, Shell, Perl, Sybase, Oracle, MS SQL, PostgreSQL
Education : Bachelor Degree in Informatics Engineering

Summary Of Qualifications

- Proven and excellent experiences in Maiden Installation and Upgrade of **ENM (Ericsson Network Manager)**, **ENIQ**, **OMBS Netbackup**, **OSS-RC** in HA and Geo Redundancy environment
- Proven and excellent experiences in HP Rack mount and Blade System commissioning, installation, and configuration
- Proven and excellent experiences in **NAS** (SFS/Veritas Access), **SAN** (EMC Unity, VNX and Clariion) commissioning, installation, and configuration
- Proven and excellent experiences in overall System Administration of **ENM**, **OSS-RC**, **ENIQ** and **OMBS**, **So-EM** to keep the system running properly.
- Proven and excellent experiences in migrating of CPP, LTE, WRAN, Radio Baseband nodes from **OSS-RC** into **ENM**
- Excellent analytical skills, expert troubleshooter, and problem solver to any issues related to Ericsson **ENM**, **OSS-RC**, **So-EM**, **OMBS**, **ENIQ** system.
- Proven and very good experience in **Anritsu MasterClaw** administration and troubleshooting.
- Proven and excellent experiences in providing technical documentation and instruction such as MOP (Method of Procedures) and DITP (Detail Implementation Time Plan) for Maiden Installation, Upgrade, O&M, Configuration change, Node integration and Test instructions.
- Strong knowledge and understanding in providing technical detail information to Solution or Sales team to have value added on Sales opportunity.
- Proven and very good experiences in Database Administration with strong skill of Query Language (SQL) using **Sybase-IQ**, **Sybase-ASE**, **PostgreSQL**, **MS SQL**, **Oracle**, and **Vertica**.
- Strong knowledge in creating scripts for OSS Health Check, OSS Configuration Backup, etc using **Shell**, **Perl** and/or **Python**.
- Strong knowledge of Administering, report creation & customization using Business Objects, Tableau.
- Proven and very good experiences working with Design Team for CA(Customer Adaptation) such as FM Parametric SNMP Technologies (Net-SNMP, Trapherd), OSS Geo-Redundancy
- Proven and strong experiences of Ericsson RAN configuration for 4G, 3G, 2G via AMOS/MoShell and MML command handling.
- Strong knowledge and working experience with RAN fault finding and fault assessment.
- Proven and very good experiences of Ericsson OSS-RC RAN and CORE applications.
- Very strong knowledge of Ericsson 4G, 3G and 2G technology
- Strong knowledge about Virtualization (VM) and Cloud technology
- Good understanding of the RF technologies and its environment
- Proven and very good experiences in new node integration of RAN (4G, 3G, 2G), Radio Node Baseband and CORE to OSS and/or to ENM

Telecommunication Knowledge Base

Specifications	Description
Ericsson Network Manager	ENM 23.3x and previous version
Ericsson OSS	OSS-RC O18B (O18.2.9) and previous version
Ericsson Network IQ (ENIQ)	ENIQ Linux 23.xx and previous version (Solaris)
Ericsson OMBS Netbackup	OMBS Linux 23.xx and previous version (Solaris)
Ericsson So-EM	So-EM 16A
Ericsson RAN Products	LTE (L22.x and previous), WRAN (W22.x and previous), GRAN (G22.x and previous version)
Ericsson CORE Products	HLR, MSC, EMA, MiO, MMFE, SGSN, GGSN, MME, MPG, EPG, MGW, HSS, CPG, EIR, CCN, etc
Ericsson Tools	Cytrix, Moshell / AMOS, WinFiol, OSS Common Explorer, Element Manager, METIS, Alarm Monitoring (ALV, ASM, ALB), etc
Anritsu	MasterClaw8, MasterClawMCB4, Hadoop, Vertica, Microtel Ethernetizer, Cubro Packet Broker, Kafka

Computer Knowledge Base

Specifications	Description
Platforms/Hardware	HP C7000 enclosure(Onboard Administrator and Virtual Connect), HP Blade (BL620 G7, BL460c G10, BL460c G9, BL460c G8, BL460c G6), HP Rack mount (DL360 G10, DL360 G9, DL360 G8, DL380 G8, DL380 G6, DL160 G6), EMC Clariion(CX4, AX4), EMC VNX (5000 series), EMC Unity 450F, SunFire (E4900, E6900, V440, V420, X4100), Sun Blade 150
Programming	Python, Java, C/C++, Perl, UNIX Shell Scripting, SQL, PL/SQL, Transact-SQL, PHP, ASP, Visual Basic, VBA, VB.NET
Databases	Sybase IQ, PostgreSQL, Oracle, Sybase ASE (Adaptive Server Enterprise), Versant OODB, Microsoft SQL Server, MySQL, Vertica
Application	Tableau, Business Objects, Wireshark, Db Visualizer, Oracle VM Virtual Box, VMware ESXi and VMware vSphere Client, Citrix, Hadoop
Operating Systems	Unix (SUN Solaris), Linux, Microsoft Windows
Networking	FC Switch Brocade DS-300B, Layer-2 Summit Extreme switch X480-48t, Cisco 7200 Series, Catalyst 4000 Series, Microtel Ethernetizer, Cubro Packet Master

Working Experiences

BO OSS Engineer

Ericsson Saudi Arabia, Managed Service Department (September 2022 – Present)
Information Technology & Communication, Prince Turki Alawal Street, Riyadh - KSA

Projects : - **Mobily Managed Services**

- Fully support for O&M, user/customer request and problem solving related to OSS-RC, ENM, ENIQ, So-EM, ENC, Anritsu MasterClaw and KPI BO reporting.
- Providing technical support and guidance for O&M, Troubleshoot, Configuration Management on OSS-RC, ENM, ENIQ, So-EM, ENC and Anritsu MasterClaw.
- Develop automated scripts using Shell/Perl/Python scripting for daily routine Health Check
- Support project activities such as installation, upgrade and any Customer Adaptation request until get end user/customer confirmation/feedback

- Working together with 2nd line support for any problems/issues especially SW bugs or unknown issue.
- Giving guidance amongst Operation & Maintenance instructions
- Perform Test Cases for ATP (Acceptance Test) after completion OSS/ENM/ENIQ installation or upgrade.
- Provide Logs and test result for ATP (Acceptance Test) as part for handover document to Customer and Support Team

RAN Engineer

Yupana Inc. (January 2022 – August 2022)
4020 Nelson Avenue Suite 200, Concord CA 94520

Projects : - **Rogers Canada**
- **Vodafone Deutschland**

- Work remotely from Indonesia/home for Customer Rogers Canada and Vodafone Deutschland
- Perform precheck on RBS, BSC and RNC such as ABIS & Broker IP, Antenna, TGs, LAC, License, etc, check config and validation before nodes migration.
- Prepare scripts for Nodes migration and nodes integration.
- Perform RAN (2G & 3G) nodes migration from OSS-RC to ENM
- Reload the relations and compare before and after migration
- Troubleshoot the nodes if there is issue during or after migration
- Perform audit and do correction for nodes/cells on legacy
- Clean up nodes/cells on legacy after migration if there is no more issue or rollback not required
- Prepare migration or integration reports for Customer after migration activity completed
- Perform add NR1900 on MMBB config and its relations (LTE to NR1900, NR1900 to NR1900 cells inter&intra relations)
- Prepare scripts for SRT(Site Readiness Test) and execute the scripts as per customer GS(Golden Standard) parameters

OSS/ENM Senior Solution Integrator

Ericsson Indonesia (January 2021 - December 2021)
as a client of BERCA Hardayaperkasa
Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta - Indonesia

Projects : - **Telkomsel ENM & ENIQ RAN Expansion 2021 project**

- Provide Low Level Design (LLD), High Level Design (HLD), Solution Analysis document for 2 New RAN ENM 21.2(21.07).
- Provide Low Level Design (LLD), High Level Design (HLD), Solution Analysis document for ENIQ and ENM expansions.
- Provide IP plan and port allocation document for New ENM and ENIQ/ENM expansion
- Provide Solution Analysis for Load Balancing of ENIQ counters capacity and/or OSS/ENM RAN Cell Usage capacity
- Do maiden installation 2 x new system RAN ENM 21.2(21.07)
- Perform upgrade ENIQ 18B EU06 Solaris to ENIQ 20.2.8 EU06 Linux, including NAS SFS to VA migration
- Perform Integration multiple ENMs with multiple ENIQ Stats (FLS) with Load Distribution
- Perform RAN (2G, 3G, 4G & Radio Baseband) nodes migration from OSS-RC to ENM
- Perform RAN (2G, 3G, 4G & Radio Baseband) nodes migration between ENM system
- Nodes Monitoring and Administration on ENM after nodes migration
- Troubleshoot for any issue or problem if occur after nodes migration
- Perform Customer Acceptance Test (UAT)

OSS-RC and ENIQ Support & Integration Engineer

Ericsson Indonesia (October 2020 – December 2020)

as a client of BERCA Hardayaperkasa

Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta - Indonesia

Projects : - ***Indosat Catapult 2020 upgrade project***

- Role as technical leader to work together with SDU India to deliver the upgrade of OSS-RC, ENIQ from **17B** to **18B** and OMBS upgrade from **17B** to **19.1**
- Giving support and guidance for any technical doubt or any issues that occur during pre-Health check, during the upgrade and also during post upgrade
- Perform overall System Administration of **upgraded system (OSS-RC, ENIQ and OMBS)**
- Perform Customer Acceptance Test (UAT)

OSS-RC and ENIQ Solution Integration Engineer

Ericsson Indonesia (March 2020 – August 2020)

as a client of BERCA Hardayaperkasa

Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta - Indonesia

Projects : - ***Telkomsel ENIQ Expansion project***
- ***Telkomsel ENM PS CORE project***

- Perform fresh or maiden installation for CORE ENM (Ericsson Network Manager) 20.2
- Perform fresh or maiden installation for ENIQ 20.1 Linux system
- Configure Dell EMC Unity 450F for ENIQ SAN storage
- Configure External SAN Brocade FC switches including create zoning
- Perform OSS-RC and ENM integration to new installed ENIQ 20.1 Linux
- Perform Customer Acceptance Test (UAT)
- Perform overall System Administration of new **ENIQ 20.1 system and new ENM 20.2 system** after installation and also after OSS and ENM integration into ENIQ

Senior OSS-RC Solution Architect and Solution Integrator

Intelma Consulting (August 2018 – January 2020)

Projects : - ***Telcel Mexico, OSS-RC & ENIQ 18B re-Engineering project***
- ***Telcel Mexico, WRAN, LRAN & Baseband Upgrade 17Q3 to 19Q2***
- ***Telcel Mexico, ENIQ ECE Tech Pack Customization***
- ***AT&T Mexico, OSS-RC & ENIQ hardware Expansion project***
- ***AT&T Mexico, Radio Nodes integration to OSS&ENIQ project***
- ***Intelma LAB Trial, OSS-RC & ENIQ Compact, Small Integrated ENM***

- Providing technical solution for specific or customize requirement as per customer needs related to OSS & ENIQ 18B upgrade
- Providing MOP (Method Of Procedure) and DITP (Detail Implementation Time Plan)
- Perform OSS & ENIQ 18B upgrade with specific or customize solutions
- Providing LUN mapping design and configuration of new VNX for SAN disks data migration
- Configure new Storage Group, Raid Groups and LUNs for ENIQ migration(HW migration, Single to Multi Blade migration) and expansion (counters volumes to Large Deployment)
- Perform NAS, OSS-RC and ENIQ SAN disks data migration into new VNX for expansion
- Involving in installation for ENIQ Custom Tech Pack, done for Custom ECE Tech Pack
- Fully support for O&M, user or customer request and problem solving related to OSS-RC and ENIQ
- Giving support to any critical or emergency situation when Customer or Ericsson needs.
- Perform Test Cases for ATP (Acceptance Test) after completion OSS-RC & ENIQ installation or upgrade
- Provide Logs and test result for ATP (Acceptance Test) as part for handover document to Customer and Support Team
- Provide solution analysis to build internal trial LAB for OSS-RC, ENIQ with compact deployment and also trial for Small Integrated ENM
- Do installation and implementation for customize ENIQ ECE Tech Pack also helping GSC for doing analysis about the behavior after installed ENIQ customize Tech Pack

OSS-RC Support Engineer

Ericsson Indonesia (November 2017 – August 2018)

as a client of BERCA Hardayaperkasa

Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta - Indonesia

Projects : ***XL ENM project***

- Working together with Ericsson GSC China for ENM maiden installation and ENM upgrade
- Perform ENIQ integration into ENM
- Perform nodes (CPP, LTE, WRAN, Radio baseband) migration from OSS-RC to ENM
- Perform Customer Acceptance Test (UAT)
- Perform overall System Administration of **ENM** after installation and also after node migration

OSS-RC Senior Support Engineer

Ericsson AB Ghana, Regional Support Center Department (January 2016 – June 2017)

CT 1350, Gulf House, Tetteh Quashie, Airport West, Accra - Ghana

Department : ***RSSA NES SR RSC***

- As RSSA CNS team leader for OSS-RC & ENIQ area
- Customer Service Request (CSR) handling for RSSA (Region Sub-Saharan Africa) customers
- Working together with Ericsson Recovery Center (ERC) Global team to handle Emergency Customer Service Request (Emergency CSR)
- Working together with Tier-2 for any escalation CSRs and giving feedback and input to PLMN or PDU for cases related to software bugs
- Support project activities for Ericsson OSS-RC & ENIQ installation and upgrade
- Giving guidance amongst Operation & Maintenance instructions
- Having role as CNS who often need to be dedicated to a specific customer and give advice about System Administration tasks
- Giving overview and presentation to customer about specific and/or complicated issue or as knowledge sharing

OSS-RC & ENIQ Expert Engineer

Ericsson AB Ghana, Managed Service Department (November 2014 – November 2015)

CT 1350, Gulf House, Tetteh Quashie, Airport West, Accra - Ghana

Projects : - ***tiGO Ghana Millicom, O13B & O14B.1 Upgrade project***
- ***tiGO Ghana Millicom, Managed Services***

- Providing LLD(Low Level Design) and HLD(High Level Design) for OSS & ENIQ O14B.1 upgrade
- Providing MOP (Method Of Procedure) and DITP (Detail Implementation Time Plan) for OSS & ENIQ O14B.1 upgrade
- Perform firmware upgrade as pre-requisite for OSS & ENIQ O14B.1 upgrade
- Lead and Perform OSS & ENIQ O14B.1 upgrade
- Lead for OSS & ENIQ O13B Upgrade project
- Fully support for O&M, user or customer request and problem solving related to OSS-RC and ENIQ
- Providing technical support and guidance for O&M, Upgrade, Troubleshoot, Configuration Management on OSS-RC and ENIQ
- Giving support to CORE, RAN and RF Team and support to customer as well.
- Perform Test Cases for ATP (Acceptance Test) after completion OSS-RC & ENIQ installation or upgrade.
- Provide Logs and test result for ATP (Acceptance Test) as part for handover document to Customer and Support Team

OSS-RC Engineer

Ericsson Japan (NRJ), Service Integration Department (April 2011 – August 2014)

Projects : ***SBM & eAccess/Ymobile Japan, ColdStandBy Project***
SBM & eAccess/Ymobile Japan, O14A.1 Project
KDDI Japan, Mee Project
SBM Japan, Yamanote_Evolution RAN Project
SBM Japan, W12B_O12.2_FNI_Project
SBM Japan, OSS-RC O11.3 EU-Upgrade
SBM Japan, Odaiba TB Project
DoCoMo Japan, OSS-RC12.0 TB Project
eAccess Japan, OSS-RC O12.2 Upgrade Project
eAccess Japan, MME Upgrade Project
eAccess Japan, MPS Migration Project
eAccess Japan, MM-Rating Project

- Working in the Project Team Upgrade and Integration
- Providing technical documentation and instruction guidance
- OSS Team Leader for some projects : KDDI Mee project, DoCoMo Upgrade, etc
- Do verification test before doing the commercial upgrade
- Verify TR's and any issues related to software upgrade release
- Implementing customize FM features such as AAU SNMP Parametric, HWMON (Hardware Monitoring)
- Standby for OnCall support
- Support other team or Projects for some special requests

OSS-RC Integration and Maintenance Engineer

Intelma Consulting (August 2010 – March 2011)

Torcuato Tasso 245, Desp. 103 Piso 1, Col. Chapultepec Morales, Mexico D.F.

Projects : ***Telcel Mexico Project Upgrade***

- Working in the Project Team Upgrade and Integration
- As senior engineer who leads in technical and responsible for delivery the upgrade
- OSS-RC data migration from non LDAP to LDAP environment
- Doing migration of customer customization such as FMX and specific nodes type
- Fully support to the customer for any O&M, request and problem related to OSS-RC and ENIQ

RAN Support Engineer

PT. Nokia Siemens Network Indonesia (January 2009 – August 2010)

Menara Mulia 27th floor, Gatot Subroto Kav 9-11, Jakarta 12930 - Indonesia

Projects : ***XL 3G Project***

- Supporting the RF & Optimization team on changing Radio and TN parameters
- Doing activation of various UMTS features (RNC, Node B)
- Doing daily Health Check of 3G RAN network and monitor the Node behavior to the Network Services
- Supporting on activation for RNO applications (FAS, MRR, NCS), PMS applications (GPEH, UETR, CTR and RNC traces)
- Help and support team in modification Statistics reports using Business Object
- Providing RNC Kget dump, pmr, strt using Amos/Moshell

OSS Support Engineer (ELS, Ericsson Local Support)

Ericsson Indonesia, Network Support Services Dept. (January 2008-December 2008)

Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta - Indonesia

- Customer Service Request (CSR) handling (Analysis, Troubleshooting, and Corrective Maintenance) for complex technical problem in the OSS-RC and ENIQ
- Handle emergency cases and regularly standby for on-call support(24x7)

- Escalate cases and coordinate with next level Support (GSDC/PDU) and also with 3rd Party Hardware Support
- Maintain Software Level of OSS-RC in the customer to the latest version by performing Software Update which include applying CU (Correction Unit) and EU (Emergency Unit)
- Project support for Ericsson OSS on most mobile operator in Indonesia
- Giving guidance amongst Operation & Maintenance instructions
- Having role as CNS who often need to be dedicated to a specific customer, held meeting with customer to discuss current problems and give advice about System Administration tasks
- Giving overview and presentation to customer about specific and/or complicated issue or as knowledge sharing

Back Office Engineer (RAN Network Performance Analyst)

Ericsson Indonesia, Managed Service Department (May 2006 - December 2007)
Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta – Indonesia

Projects : *INDOSAT 3G Network Project*

- Doing daily, weekly routine for O&M and System Administration of OSS-RC and ENIQ
- Integrate new nodes into OSS including its functionality for FM, CM and PM
- Fully support for O&M, user or customer request related to OSS-RC and ENIQ
- Define and manage TSS User Administration (role, privileges, user level) based on customer specification and customization
- Giving support to RAN and RF Team such as defining STS measurement, perform audit for Radio and Transport parameter, provide RAN and CORE statistic reports
- Managing routing table in Cisco O&M router/switch for all RAN Nodes connection

Projects : *AXIS (Natrindo Telecom Sellular) New operator setup Project*

- Worked as **RAN Network Performance Analyst** who did some testing or trial for new establish operator on their 3G RAN nodes (RNC, RBS)
- Integrate new nodes into OSS including its functionality for FM, CM and PM
- Fully support for O&M, user or customer request related to new integrated RAN nodes to OSS-RC

RAN Performance Engineer

Ericsson Indonesia, Radio and Network Service Dept. (November 2004 - April 2006)
Wisma Pondok Indah 6th floor, Jl. Sultan Iskandar Muda V TA, Jakarta – Indonesia

Projects : *INDOSAT Single Network Project*

- Developed Customize Tools using Excel VBA, Microsoft Access and Microsoft SQL Server to monitor and retrieve offline statistical data KPI
- Developed automated script (bash/Perl scripting) for raw data collection, BSC and MSC dump on OSS
- Supporting RAN, CORE Planning & Optimization Project by providing KPI Reports on hourly, daily, weekly and monthly basis
- Giving overview of the RAN & CORE performance which can help NPI team to detect problems early

Programmer

PT. INDOEXCHANGE, Tbk. (May 2004 – November 2004)
Chase Plaza Building 19th Floor, Jl. Jend. Sudirman Kav 41, Jakarta – Indonesia

Projects : - Government Bank, **BNI** (Bank National Indonesia) website (www.bni.co.id)
- Wiring Harness Application Engineering Software (Wheaps), Software for Automotive QC

- Highway Road Toll Management System (APOGET), a Cashless toll road payments app

- Developed applications using Visual Basic and MS SQL Server and ORACLE as its databases.
- Developed applications using PHP, ASP.NET and integrated with MySQL as database.
- Maintaining, Customize, Debugging, Coding, analyze condition and requirements from customer and implement into the software applications.

Software Support Engineer

PT. MATRACOM INDO SEJATI, (May 2003 – May 2004)

Wisma Nugra Santana Suite 1405, 14th Floor, Jl. Jend. Sudirman Kav 7-8, Jakarta – Indonesia

Projects(Softwares) : ***Payroll System / HRM Software***
Property Management System
Tally Accounting Finance Software

- Developed applications using Visual Basic and MS SQL server as database.
- Maintaining, Customize, Debugging, Coding, analyze condition and requirements from customer and implement into the software applications.
- Work together with second line from India and do testing for customize modules or features before deliver to customer.

System Support Engineer

PT. GE FINANCE INDONESIA, (April 2002 – March 2003)

BRI II Building 24th Floor, Jl. Jend. Sudirman Kav 44-46, Jakarta – Indonesia

- Maintain the Computer system, Hardware and Network Troubleshooting, Internet, Intranet, and Mail Server

Training And Courses

Year	Course Name	Organized by
2022	Red Hat OpenStack Administration I	Redhat
2022	Red Hat OpenStack Administration II	Redhat
2022	Python complete bootcamp 2022	Udemy
2022	The Python Mega Course: Build 10 Real World Apps	Udemy
2022	How to Build Chatbot with Google DialogFlow	Udemy
2022	Kickstart Data Science Journey	Rakamin
2022	Python Fundamentals for Data Science	DataTribe Indonesia
2020	DevOps Fundamentals	MSDN Online training
2020	Azure Fundamental	Microsoft Virtual Academy
2020	CompTIA Cloud+ Basic	ALISON Online training
2020	Software Quality Management	ALISON Online training
2020	Introduction to Blockchain	ALISON Online training
2019	Fundamental DevOps Engineering - Kubernetes, Docker and Google Cloud	ALISON Online training
2019	Internet of Things and the Cloud	ALISON Online training
2015	Hybrid Cloud Workloads-Websites	Microsoft Virtual Academy
2015	Failover Clustering in Windows Server 2012 R2	Microsoft Virtual Academy
2015	Designing Database Solutions for SQL Server	Microsoft Virtual Academy
2015	Developing Microsoft SQL Server Databases	Microsoft Virtual Academy
2015	Big Data with the Microsoft Analytics Platform System	Microsoft Virtual Academy
2015	Virtualizing & Managing SQL Server MS Cloud Platform	Microsoft Virtual Academy
2015	Implementing Data Models & Reports with MS SQL Server	Microsoft Virtual Academy

2014	Fundamentals of Perl Programming	ALISON Online training
2014	Fundamentals of Network Security	ALISON Online training
2012	Multi-Site High-Availability Clusters	LINUX FOUNDATION
2012	Deploying Virtual Hosts in Linux	LINUX FOUNDATION
2012	Webinar: Migrating from Unix to Linux	LINUX FOUNDATION
2008	ENIQ (Ericsson Network IQ) Overview	Ericsson Education Ireland
2008	ENIQ (Ericsson Network IQ) Operation	Ericsson Education Ireland
2008	ENIQ (Ericsson Network IQ) System Administration	Ericsson Education Ireland
2007	WCDMA RAN Performance Management	Ericsson Indonesia
2007	Business Object Advanced reporting	Ericsson Indonesia
2007	Business Object Intermediate reporting	Ericsson Indonesia
2007	WCDMA OSS RC3 System Administration	Ericsson Education Malaysia
2006	SA-239 (System Administration for Solaris 9/OS)	Inixindo
2006	SA-399 (Network Administration for the Solaris 9/OS)	Inixindo
2006	WCDMA Air Interface	Ericsson Indonesia
2006	WCDMA System Overview	Ericsson Indonesia
2006	WCDMA RAN Operation & Configuration	Ericsson Indonesia
2006	Service Excellent, Me and My Customer	Lentera
2000	Starting E-Commerce Business For Beginner	University of Indonesia
2000	SQL Interactive And 4GL Programming	Gunadarma University
2000	HSC Interactive	Gunadarma University
1999	Ethernet Hardware Installation	Gunadarma University
1998	Computer Production And Assembling	Gunadarma University

Ericsson Web Based Learning

Year	Course Name	Organized by
2016	ENM 16B Architecture	Ericsson
2016	ENM 16B Functionality	Ericsson
2016	ENM 16B Overview	Ericsson
2015	Modernizing OSS - investing for the future	Ericsson
2015	Configuration Management with xNetManager	Ericsson
2015	Automate & Optimize with FMX II & NMX	Ericsson
2015	Intelligent Service Analysis - ENIQ Events	Ericsson
2015	OSS Future Directions	Ericsson
2015	SON is Everywhere - Overview & Strategy	Ericsson
2014	ENIQ Events VIP Assurance	Ericsson
2014	ENIQ Events Customer Issues Resolved	Ericsson
2014	ENIQ Events Use Cases	Ericsson
2014	OSS in Modern Network	Ericsson
2014	Smart Simplicity - SON & Multi-Standard Automation	Ericsson
2014	ENIQ Events Technical Overview	Ericsson
2013	New capabilities in OSS-RC 13	Ericsson
2013	ENIQ Performance Management System - Sybase	Ericsson
2013	OSS-RC 12 New Features and Roadmap	Ericsson
2013	Optimi Portfolio Overview - What When and Why?	Ericsson
2013	x86 and Unified Storage	Ericsson
2013	Total Network Performance – ENIQ	Ericsson
2013	ENIQ Events - Beating The Competition	Ericsson
2013	Improving Customer Experience - with ENIQ Events	Ericsson
2012	Easier to Sell - OSS-RC & the Dragon Project	Ericsson
2012	OSS Usability	Ericsson
2012	Mobile Broadband Advantage	Ericsson
2012	Navigator 1.2 Operation	Ericsson
2012	Navigator 1.2 System Administration	Ericsson
2012	OSS Technology, Future Trends	Ericsson
2012	OSS Self Organizing Networks	Ericsson
2006	Networking Basic, An Overview	Ericsson
2006	Networking and Ethernet Standards	Ericsson
2006	IP Networking and Internetworking	Ericsson
2006	IP Network Applications	Ericsson
2006	Access Networks, An Overview	Ericsson

2006	Core Networks, An Overview	Ericsson
2006	Introduction to WCDMA	Ericsson
2006	GSM/WCDMA Core Network Overview	Ericsson
2006	WCDMA Radio Access Network Overview	Ericsson
2006	GSM/WCDMA Transport Network Overview	Ericsson
2006	GSM/WCDMA Traffic Cases	Ericsson
2006	OSS-RC Overview	Ericsson

Educational Background

Formal Education

Bachelor Degree : Informatics Engineering, University of Gunadarma, Indonesia (2001)
 Graduated with 3,45 (Scale of 4.00) GPA

Personal Details

Nationality : Indonesia
 Cell Phone Number : **(+966)54 605 7168** or **(+62)813 8359 1326**
 E-mail Address : ramos.caniago@gmail.com or ramoz.caniago@gmail.com
 Address : Banjar Wijaya, Cluster Malberry B8 No.14, RT 03 / RW 017, Poris Plawad Indah, Cipondoh Tangerang , Indonesia - Zip Code 15141