LITON SARKER

[Solution Architect, System Integrator, Operations and Maintenance, Project Management]

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Experience: 9.5+ Years.

Career Summary:

Throughout my 9.5+ years career I worked in several big budgeted projects by leading, consulting, innovating and adopting cutting edge technologies for customers both in private and public sector. Being a consultant and core team member of several international telecom companies, I successfully designed and deployed several telecom network management solutions for customers globally including Fault Management, Performance Management, Data Analytics and Reporting, Work Force Management, Service Desk Management, Inventory Management systems.

Achievement

1- Designed and deployed a large scale MIS for Department of Disaster Management which helped The Government of Bangladesh for administer and monitor nationwide Safety Net programs digitally and efficiently ensuring transparency and integrity.

2- Developed Network Performance KPI Analysis Suite for Ericsson Bangladesh for their customer Robi Axiata Limited (2nd largest Telco Operator in Bangladesh). Designed E2E solution starting from performance data collection automation (from OSS-RC) to building a reporting and analytics solution by collecting and transforming user requirements into usable solution.

3- Deployed IBM Tivoli Netcool suite for Viettel, Vietnam (Largest Telco Operator in Vietnam) and integrated more than 20 cross-functional Telco (most of prominent vendors)/IT and in-house tools and applications with Netcool Operations Insight (NOI). I was the lead of the design and deployment team as well as system integrator of Telco/IT systems with Netcool suite.

4- Successfully Rolled out Huawei Work Force Management application (Cloud based) for Airtel DR Congo (2nd largest Telco Operator in DR Congo) through workflow and organizational hierarchy assessment and customization, capacity planning, Operation and Maintenance. It helped Huawei significantly reducing OPEX through automation and helped introduce industry best practice.

5- Developed one of several in-house applications to help Millicom Tanzania (Tigo) (2nd largest Telco Operator in Tanzania) Sales and planning team identify site wise customers penetration, which helped them design suitable tariffs and bundle offers for their customers.

6- Customized and deployed Service Desk Management system for Millicom Tanzania leveraging extensive as-is process analysis, collecting customer requirements and designing suitable customized solutions for managing Fault Management, Incident Management, Service Desk Management, Change Request Management (CR) business processes and conducted several customer sessions to introduce new process and its usability. This project helped to get closer to most of the customer IT leaders and cross-functional teams across the company to develop a standard service desk management system.

7- Successfully delivered OSS Solution Project (>5M USD) for Robi Axiata Ltd in Bangladesh (Robi) by conducting extensive user requirement analysis, designing the solution, performing vendor evaluation. I was one of the two key members of the solution design team.

8- Successfully implemented security policies in Robi OSS & IT applications and servers, which helped Robi achieve ISO 27001:2013 certifications.

9- During my tenure in Robi, I designed and developed an end-to-end Work Order Management tool for efficient use and tracking of company's work requests. I independently developed the system and rolled out in the company that was a fantastic application in terms of its usability and this application helped the company procuring enterprise workforce management application for about 5 years.

Tools and Skillset:

Telecom Tools: Ericsson OSS-RC, Huawei U2000, Huawei Cloud Based PM/SDM/WFM, IBM Netcool, Nokia NetAct, ZTE NMS, Cross application NBIs with very good NMS design experience.

Systems Integration: End-to-End IT and Telco System Integration with upper layer NMS systems both for onsite and cloud based systems considering system compatibility and security.

Operating Systems: Unix (Solaris), Linux (RedHat, Centos, Ubuntu), MacOS and Windows

Databases: MSSQL, Oracle, Sybase, PostgreSQL, MySQL and DB2

Big Data Ecosystem: Hadoop, Spark, MongoDB, Cassandra, NoSQL.

Programming and Scripting: C#, Java, Python, VBA, Perl, Bash/Shell Scripting

Web Technologies: HTML, CSS, JavaScript, HTTP, ASP.Net (Web form & MVC)

Protocols: SNMP, CORBA, TCP-IP/ASCII, TL1, Webservices (REST, SOAP), S/FTP, SSH, Telnet.

Project Management: Agile, Scrum and Waterfall for SDLC, Business Case Preparation, RFI/RFP Preparation, Vendor Evaluation, Vendor Negotiation and Stakeholder Management

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Professional Experience Chronology

National Consultant | System Engineer   **Jul 2018 to Date**
Safety Net Systems for the Poorest (SNSP) Project   **Dhaka, Bangladesh**
Ministry of Disaster Management and Relief (MoDMR), Government of Bangladesh
Major Responsibilities:

o Working closely with senior members of the Secretariat and respective international and national technology suppliers ensuring a sustainable large scale MIS Solution to strengthen the safety net programs of Bangladesh through Strengthening the Ministry of Disaster Management and Relief (MoDMR).

o Designed and now deploying a large-scale management information system (MIS) and analytics solution which can handle the information of safety net beneficiaries of whole nation more than (35 million households). This is a huge database where we used Oracle Exadata solution along with Dell servers, Cisco switches, Big IP F5 firewall and several cutting edge technologies.

o In collaboration with several line Ministries such as Finance, Planning, Bureau of Statistics, Access to Information (A2I), Bangladesh Bank, Several Private Banks we ensured secured and efficient back-to-back integration and inter-MIS information exchange establishing API(s).

o Ministry of Disaster Management and Relief has assigned me the responsibility to take care of all technical aspects starting from the project planning, system requirement collection, budgeting, vendor management, system (hardware & software installation) and deploying the whole system.

o Consulting, Evaluating and identifying issues & troubleshooting issues with analytical thinking which is an integral part of project management and planning for efficient system management ensuring information security policies are enforced properly.

Senior Consultant (Service Quality Assurance, Analytics and Reporting)   **Feb 2018 to Jul 2018**
LM Ericsson Bangladesh Ltd.   **Dhaka, Bangladesh**
Major Responsibilities:

o Worked with Ericsson project director and Customer end Top Management to ensure the smooth 4G rollout in terms of quality assurance and advance analytics solutions.

o Attended and consulted with Customer CTO and higher management personnel to discuss about progress of project, took innovative measures to ensure smooth project rollout.

o I worked with very large-scale data sets and visualized the findings in concise reports and organized easily understandable report representations by using some market leading tools such as Qlik, MS PowerBI, Tableau as well as our in-house data representation applications.

- o I developed one network analytics system which acted as the detective eye for network monitoring, which was designed & developed based on extensive understanding on different network and IT systems KPIs and their relevant formulas and counters (Collecting relevant performance management data from Ericsson OSS RC and Eniq).
- o I significantly worked on SQL Server 2008R2 and onwards, Oracle 11g/12c, MS SQL Server Data Tools, SQL Management Studio and Visual Studio, specifically SSRS and SSIS and Oracle Database management tools such as Oracle SQL Developer, PL/SQL Developer and Toad
- o Have good understanding of database normalization, data extraction, indexing and performance tuning and excellent hands on in SQL, T-SQL and those were part of my daily activities in Ericsson.
- o Have good skills in C#, ASP.Net, Java that I used frequently and scripting skill in Shell/Perl/Python which I applied in different automation for Log analysis and other day to day activities.

Solution Architect (Lead Consultant)   **Aug 2017 to Jan 2018**
NG Solutions System Ltd.   **Dhaka, Bangladesh**
Key Accomplishments and Major Responsibilities:
- o I designed several end-to-end (E2E) IT applications as Solution Architect covering connectivity and business flow formulation according to customer requirements.
- o My works covered both private and public sectors such as Telecoms & IT, Transport, RMG and Households management which eventually targeted for enriching people's life through service.
- o I was responsible for Partner Management, Team Management and Stakeholder Management. I was the mentor of the team with a major responsibility of IT resource enablement.
- o E2E Solution Design of an IoT based Smart Generator Monitoring and Management System comprising of Application & Database design considering external system integration.
- o I Designed and Developed Telecom Passive Network Monitoring & reporting application (Java, Postgre SQL, SSMP4J) to manage remote devices on telecom network though Internet.

Senior IT & OSS Consultant (Team Lead)   **Nov 2016 to April 2017**
B12 Consulting LLC   **Hanoi, Vietnam**
Key Accomplishments and Major Responsibilities:
- o Worked with Customer CTO, Project Managers, Consultants on technical support and resolving technical difficulties the team faced throughout the deployment.
- o As a subject matter expert (SME), I closely worked with our customer (Viettel) to configure existing IT infrastructure to ensure system readiness to connect with upper NMS (IBM Netcool Operations Insight-NOI) systems that was being deployed for better network management.
- o I and my team, Integrated, tested and performed UAT on newly deployed application suit (NOI) to ensure the scope of work was successfully done and system was up and running properly.
- o I performed regular knowledge sharing for business continuation of deployed applications.
- o Support on major issues to offshore teams/projects as a part of global support team of B12 Consulting LLC on different technical issues for different projects across the globe.
- o I lead and organized weekly and on demand meetings/workshops with customer and our local partner company to demonstrate detailed level progress of the project following Agile method.

OSS & IT Consultant   **Apr 2016 to Oct 2016**
Huawei Technologies Co. Ltd.   **Kinshasa, DR Congo**
Key Accomplishments and Major Responsibilities:
- o Being the primary customer facing representatives from Huawei, I was responsible to demonstrate new solutions to customers, seek opportunities for new business to ensuring continuous business with customer.

- o I was the System Administrator of Ericsson OSS-RC, ENIQ, BO, Web/Desktop Intelligence, Databases (Sybase IQ, ASE), UAS, Citrix Presentation Server, and VERITAS/OMBS Backup Server.
- o I administered Network Performance Management (Across PM) System, Network Fault Management (FM), Service Desk Management (SDM) and Work Force Management (WFM), which were interconnected with existing Telco and IT network.
- o As the Point of Contact (POC), I ensured security enforcement (as per customer Information Security/IT Security Policy) policies to existing IT & OSS systems through vigorous Vulnerability Assessment (VA) and Penetration Tests (PT) to mitigate system and process vulnerabilities.
- o I developed several centralized automated system health checking tools (Shell/Perl scripts) for Ericsson OSS-RC, Huawei Across PM, Huawei Across SDM etc. applications.

OSS Consultant (Team Lead)   **May 2015 to Mar 2016**
Huawei Technologies Co. Ltd.   **Dar-Es-Salaam, Tanzania**
Key Accomplishments and Major Responsibilities:
- o I was the System Administrator of existing Linux/Windows based IT/Telco systems such as Ericsson OSS-RC, SO-EM, Huawei M2000/U2000 and Huawei NMS Layer.
- o I deployed 10+ shell scripts to discover Network Inventory and Configuration information to help Customer (Tigo, Tanzania) marketing team to identify most revenue earning critical sites in the network to help making their projections and campaigns towards better company growth.
- o I executed the work of business process transformation by enhancing NOC and Back Office workflows (such as CR, TT, PDT, and SR) using Huawei SDM application.
- o Led IT & OSS Team to secure seamless support to operations and maximize system up time by encouraging the underlying team to perform better through extensive On Job Trainings (OJT).
- o I boosted team cooperation with all stakeholders including Tigo, HTT and other service providers to ensure better working environment to keep the existing IT network healthy and stable.

Specialist, OSS & IT Operations | Central Operations   **Dec 2012 to May 2015**
Robi Axiata Limited   **Dhaka, Bangladesh**
Key Accomplishments:
- I handled multi-million (USD) Next Generation Network Management Solution (NMS) Project as technical solution expert from the Planning & Designing to Implementation. That project was one of the biggest OSS-NMS/IT solution projects in Bangladeshi telecom market.
- I was System Management Expert of more than Ten (10) IT and Telecom systems during my tenure in Robi, Bangladesh where I had to manage and operate Unix, Linux and Windows based machines with several types of databases such as Oracle, MSSQL, MySQL, Sybase & DB2.
- As a key OSS resource of Axiata Group Bhd. I worked on "OSS-IT Standardization" project where I had to evaluate and select best vendors in the market who provides state-of-the-art NMS solutions considering their functionalities, that best fits to Axiata Groups strategy.
- I designed and developed Service Desk Management application (C#, MSSQL), which completely transformed Robi's existing business process into an industry standard best practice.
- As POC (Point of Contact) & Subject Matter Expert from OSS & IT team, I significantly contributed to help Robi achieve ISO 27001:2013 certifications complying all relevant requirements.

Specialist, Central Operations   **Mar 2010 to Nov 2012**
Robi Axiata Limited   **Dhaka, Bangladesh**
Key Accomplishments and Major Responsibilities:
- I was responsible to perform regular Operations and Maintenance of different IT and Telco equipment from different vendors such as Huawei, Ericsson, Nokia and Alcatel-Lucent.

- Designed and Developed several In-house applications to boost operational efficiency avoiding human errors to save time. I wrote those application using C#.NET and MSSQL Server Database.
- I significantly worked for existing IT & Telco Network Element (NE) migration, up-gradation, new system deployment and all related activities.
- Worked to ensure the overall Voice/Data Network quality was best in the market by maintaining IT systems & performing relevant modification on underlying systems on demand.
- Acted as the bridge between Core Network and IT & OSS team with end-to-end workout for operational issues throughout proper collaborations among teams.

Web Developer, Online Production   **Oct 2009 to Feb 2010**
GraphicPeople | Enfatico   **Dhaka, Bangladesh**

My role was to develop web applications maintaining standards coding practices. Emphasizing on HTML template design I had to work on creating and enriching flash banners, action scripts and for different international brands like Dell, Microsoft, Adidas etc.

Academic Qualification:
Bachelor in Computer Science & Engineering | May 2009 | CGPA: 3.38 out of 4.0
Rajshahi University of Engineering and Technology (RUET), Rajshahi, Bangladesh.

Major Professional Trainings:
a) Oracle VM Server for SPARC: Installation and Configuration Ed 1 (by Oracle India).
b) Red Hat System Administration training (part I, II, III) (by IBCX-Primax, Dhaka).
c) Huawei M2000 and U2000 Administration, O&M Training (by Huawei GTC, Malaysia).
d) Huawei MSOFTX3000, UMG8900 and Sg7000 O&M (by Huawei Technologies).
e) U2000 Operation for Security NEs Management (by Huawei Technologies).

Few Online Trainings:
a) Big Data:
   - Python for Data Science Essential (by LinkedIn Learning-Trainer- Lillian Pierson, P.E.)
   - Basics of Data Science, Big Data, Hadoop, Spark and their usability in Industry with some basic programming using python and Scala.
b) AWS Online Trainings in the form of Video tutorials/AWS Documentations/LinkedIn Enrollment:
   - Amazon Web Services Essential Training (by LinkedIn Learning-Trainer-Jeff Winesett)
   - Apache Spark Tutorial | Apache Spark Training (by Edureka-Youtube)
   - Introduction to Amazon Web Services | AWS Tutorial for Beginners (by Simplilearn)

Professional Membership: Member, The Institute of Engineers Bangladesh (IEB).