Curriculum Vitae

Md. Mohin Habib

Date of Birth: Feb. 6, 1975
Nationality: Bangladeshi
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Interests in Senior Management Job position i.e. CEO/COO/CTO/Director/Vice President/Group Head/Head of Support/ Head of Operations/Head of relevant Department etc. as suitable in similar Telecom/IT or others potential Industry.

ACADEMIC BACKGROUND:

2001-2002
MS, Master of Science and Engineering (Electrical), Wichita State University, U.S.A

1999
B.Sc. Engineering (Electrical & Electronic), BUET (Bangladesh University of Engineering & Technology), Dhaka

College/ School: Dhaka College/ Motijheel Ideal

Professional Experiences:

Job career started since 1999, Out of which 15 years local and overseas working experience in the World's largest Telecom Industry (Ericsson) and rest of the years in others company (Power, IT) etc.
Extra-curricular: Engaged as ``Adjunct faculty`` in the Private universities of Bangladesh

Diversified knowledge in Telecom, IT products and occupied different roles for Customer Support, Managed Services area during the period in Ericsson. Certified by Ericsson BUGS (Business Unit Global Services) for the role of SDM (Services Delivery Manager).

Active participation and works with Global Product Support Managers, Ericsson Delivery Managers along with all others region stakeholders across Ericsson including 2nd line, 3rd line, Design support etc. Worked in Ericsson Thailand, Singapore, Malaysia, Sweden, Australia etc. during the tenure.

Have strong managerial working experiences in diversified roles as well as enriched with Leadership skills and overseas works, culture etc.

- **Participated in Ericsson Leadership Program: Leadership for Professionals (LFP)**
- **Global Leadership Program: Leadership Core Curriculum (LCC) & Others**

Current Position:

HEAD OF IT DIVISION (Information Technology) [January 1, 2018 – Continuing]

ENERGYPAC
www.energypac-it.com

Achievements:

- Establishment of structured IT Organization
- Define Job Description for all roles of IT Division
- Establishment of IT Process and Policies
- Established Online IT Support System
- Established Online IT Materials Requisitions through ERP
- Internet bandwidth upgrade in all offices & Data connectivity establishment
- End Point Security (Kaspersky) installed in all machines, license for 3 years (HW's
   security etc.)
- IT website establishment
- Barracuda email (Inbound and Outbound) security implement
- Established Zimbra email server new infrastructure, users email migration,
   Security certificate
- ERP penetration, usage rate 100%. Issues follow up and governance with supplier
- ISP Suppliers cost reduction & Service agreement setup with all suppliers
- Purchase and deploy Original Microsoft License for IT users

NEXT:

- 'Data Security' – for all users and the company i.e. Data Center setup
 - Remote ERP Server setup in local premise (Costs savings plus speed etc.))
 - ERP Software upgrade
 - Re build of Energypac Domain website along with marketing
 - CRM Software for private sales, R & D
 - Purchase and deploy of Original Microsoft office applications
 - Purchase of others original software's for construction, design, R & D etc.

FUTURE: IT Business

 - Server & Storage sale
 - IT Training center
 - Reseller (HW SW)
 - SW development
 - Others

Previous Positions:

1. Senior Services Delivery Manager (SDM), MOAI (Market Area, Region RASO & India)

CU Ericsson Thailand and Ericsson Bangladesh Ltd.

2016 – 2017: CU Ericsson Bangladesh Ltd

Looked after **Bangladesh Grameen Phone** ONE ASIA Support Delivery contracts (RAN, OSS RC, ENIQ) – SW support and SPMS support services etc.
In addition, Governing all RFQ's from Customer Support Delivery organization for all customers Robi, Airtel, GP, Bangla link and others etc. Network was 3G/4G.

2013 – 2015: CU Ericsson Thailand Ltd

Looked after **Thailand *DTAC/DTN* Customer *(Global Telenor Group)]*** Support Delivery contracts – SW support, HW support, SPMS support services etc. Network was 3G/4G/LTE.

Continued Dual role in 2013 for both CU Bangladesh and CU Thailand Ericsson.

SDM Roles Responsibilities :

The Service Delivery Manager (SDM) is responsible for ensuring the correct and proper delivery of Customer Support services for as specified in the Service Level Agreements (SLA) with Ericsson customers.

Customer Support Services has 2 types of Delivery – SW Support and HW (SPMS) Support services. As SDM, I am solely responsible for customer network SW Support and HW Support Delivery Performance both.
All 3PP Supplier contracts setup, performance management and negotiations of the contract responsible also.

As SDM, I have to monitor the financial performance of delivered Customer Support services for customer to ensure that intended cost level is maintained whilst securing SLA fulfilment and customer satisfaction. Profit loss monitoring is part of it.

As SDM, I have to manage customer expectations and perception in order to secure customer satisfaction.

As SDM, actively drive CNS (Local support engineers) and NSG Team (Global support engineers) for proper CSR handling, Region and local CS KPI Targets, NETQB, ISP report, BPN, LCM, Over Delivery tracking, Add on Sales follow up etc.

2.
Nov 2010 – Feb 2013:
Experienced SDM (Services Delivery Manager), CU Bangladesh.
Certified by Ericsson Business Unit Global Services in 2011.

Responsible for Customer Support Services Delivery of customer ''AIRTEL Bangladesh''
since November 2010.
Customer Airtel Bangladesh has to provide Network Support for the whole network
comprises of the product areas of OSS RC, ENIQ, M & A, RAN, Transmission, CS
CORE, PS CORE, Charging Systems etc.

*Have experienced in both 'Managed Services and Managed Capacity' contract due to
Airtel Bangladesh engagement with these.*

3.
April 2010 – October 2010:
Competence Area Manager [Service Layer] in **NOSC [Network Operations and
Support Center]** Organization:
Numbers of Resources were in Service Layer 20 (Direct) and Indirect 7 from Internal MM
& SI Organization.

Competence Area Service Layer had 3 domains – TMS, VAS, IN [TMS – Telecom
Management Systems, VAS – Value Added Services, IN – Intelligent Networks]

*Line Management and Functional Management both driven from Competence Area
Service Layer for the domain products along with CDR (Competence Domain
Responsible) of each domain – Delivery of Customer support and Managed Services
activities provided for all customer's end to end.*

*Fulfilment of all SLA KPI's for Customers Support and Managed Services function.
Costing and Budgeting for the resources from CA SL cost center.
Engineer's involvement in CNS (Customer Network Support) activities, LNSG (Local
Network Support group) activities, Back Office (BO) activities etc. from my department.*

CS customers *were GP, WARID (currently Airtel), AXIATA (Robi), Bangla Link, Bangla
Trac and Novotel.*
MS customers *were WARID (Currently Airtel) and Bangla Trac*

TMS Products - OSS RC, MN OSS, RSG, Motorola OMC R etc.
Customers: GP, AXIATA, WARID, Bangla Link, Novotel and Bangla Trac

VAS products - MMSC, MIEP, EMA, EMM, MOIP, ERS, MRBT, ISR (SMS), WSMS, DM,
SIMGO, KV SMS etc.
Customers: WARID and GP

IN products – Charging Systems 3.0, Charging Systems 4.0 [SDP, VS, AIR, AF, CCN,
HP-IVR, MINSAT, CRS, INS] etc.
Customers: WARID and GP

4.
March 2009 – March 2010:
Competence Domain Manager *(TMS and VAS Domains)* in **NOSC [Network Operations and Support Center] Organization**

Functional manager for these domain activities of both Customer Support (CS) and Managed Services (MS) function.
Indirect support interfaces involved from CSI & MM Organization
Resource Involvement: From Direct domains [10] and Indirect CSI & MM [7]

Drive and Manage TMS and VAS Operational Team - *Resource plan, Competence mapping, Coordination, KPI setup, KPI Measurements, Resource and Team performance evaluation, All Technical Issues follow up [TT, CR, PAR, CSR'S], Management escalation, Customer meetings discussion, Action points set, drive and follow up technical issues with engineers, 3pp products issue and vendor support performance measurement etc.*

SCS (Solution Centred Support), Ericsson Knowledge Database *coaching and mentoring for engineers in both domains*

5.
January 2008 – February 2009:
Competence Area Manager (TMS – OSS, RSG etc.) in Ericsson Local Support Organization:

[Line Manager and Functional Manager responsibilities, Direct reports were 6]

In addition, Support responsibility of VAS team was given to drive CSI & MM Organization resources mid year of 2008.

6.
July 2008 – January 2009:
Services Delivery Manager for IGW customer NOVOTEL

[Additional roles with Competence Area Manager, TMS as above] in Ericsson Local Support Organization

Have performed also SDM (Service Delivery Manager) role in Ericsson Local Support Organization **as acting** in different times for customers WARID (Airtel), AXIATA (Robi) and Bangla Link in the year of 2007/2008 etc.

7.
Other positions were Team Leader/Senior Support Engineer/Support Engineer since 2003 in CU Ericsson Bangladesh Ltd.

- Dedicated services professional in Telecommunication industries and other organizations with significant and progressive experience in customer services management, support, managed services, operations, implementation, supervision, coordination and delegation etc.

- Responsible for Customer Support contract SLA fulfilment, financial performance of the contract and achieving customer satisfaction.
- Follow up Governance model and drive strategy in Competence Area Service Layer based on EBL NOSC and Services model. Define operational plan, coordinate and pro active assistance in SEA with MUSEA NSG Managers TMS, VAS, IN areas for all customer support KPI's follow up, participation in CSR sharing within SEA [EBL TMS >ENP TMS, EKV VAS>EBL VAS] etc. Fulfilment of customers SLA target and beyond SLA satisfaction in terms of network quality service.
- Resource competence builds up for customer support and managed services activities. Resource plan, KPI setup, Measurements, Performance rating etc.
- Committed to fulfill CSR's KPI and targets on remedy / restoration, preparing DIG reports, Managed Services KPI and targets for TT, CR, PAR activities follow up with engineers to make success happen and live as one Ericsson.
- Keep abreast with the latest development in technologies and Ericsson product portfolio.
- Follow and enhance network planning & optimization processes and operating procedures.
- Report project activities status and support GSDC team. Engage PDU's involving in troubleshooting if required.
- Assist the customers and Customer Business Teams. Upsales Issue Follow up.
- Supports network planning during implementation phase by combining system solution and operator's business needs.
- Follow up for engineer's performance - Trouble report handling, troubleshooting, problem solving and skills development etc.
- Drive and guide engineers in 24 hours emergency and first line support, liaison with 2nd line and PDU. Responsible for escalation management in emergencies and other urgent hot escalated situations from customer.
- Drive Software Delivery updates and upgrade for customer networks.
- Proper Understanding and good knowledge of Service Level Agreement (SLA).
- Coaching, Monitoring to meet target and operational excellence in Region.
- RSG (Remote support gateway) administrator in EBL, Supporting and Maintaining all RSG Servers, Related Support issues for all customers and Internal, RSG upgrade, ADC implementation, OTP, A2C, C2C, Redundancy setup etc.
- Awareness of Ericsson Local Support Ways of Working and enable engineers to be on track to meet the KPI targets and exceed customer satisfaction
- Implemented System Support Procedure Manual SW and HW's for customers
- SLA Budget prepare and financial Service Order setup for customers
- E-business portal setup, GOLS and CSR Online tool live for customers
- Strong and successful interaction with KAM and other Internal Organizations stakeholders as well as External suppliers.

Job experiences Outside of Ericsson:

1. Jan. 2000 – Jan. 2001
Head of Service Team (Service Manager)
Energy Pac Engineering Ltd.

Roles were to provide after Sales Service to Customer for Electrical X-Former Installation, Testing, Commissioning, Technical support and spare parts of Electrical equipment replacement etc. Members included 14, Some Engineers, Assistant Engineers and Technician etc.

2. Sep. 1999 - Dec. 2000
Asstt. Manager, Sales and Marketing
Superior Builders and Engineering Ltd.

Roles were to provide support and sales for customer in the field of Electrical X-Former, Switch, Circuit- Breaker, Electrical Appliances etc. handling sales and after-sales activities for hardware services e.g. Spare Parts replacements/Management etc.

Technical Skills and Supervision Areas:

Diversified Knowledge in Information Technologies (Hardware, Software, LAN WAN etc.) as well as Mobile Telecommunication Network structure and components 2G, 3G, 4G and LTE etc.

Expertise on Ericsson systems in different areas like OSS RC, ENIQ, OSS Navigator, MN OSS, SNMS, RSG, VAS products (for GSM networks, SUN SOLARIS, UNIX based), RAN, Transmission, Charging Systems, CS- CORE, PS-CORE, Wireline Products etc.

OSS – OSS RC, ENIQ Stat, ENIQ Event, OSS Navigator, Multi meidiation, EMA etc.

VAS – MIO, SMSC, MMSC, MIEP, EMA, EMM, MOIP, ERS, MRBT, ISR (SMS), WSMS), and 3PP Products DM, SIMGO, KVSMS etc.

RAN – RNC EVO, RNC CPP, BSC, Node B, eNodeB, RBS 6000, RBS 6601, SIU etc.

Transmission – MDRS, OMS, Mini Link etc.

Charging Systems – SDP, VS, CRS, MINSAT, AIR, AF, CCN, SUN MC, EMM etc.

CS CORE – HLR, HLR-FE, MSC-S, M- MGW, MSC-BC, F5, CUDB, Extreme Switch, PG , DDC, HSS
PS CORE – SGSN, GGSN, SASN, SAPC, Ipworks (DNS), SBR, ISG, SRX, Extreme black diamond etc.

Wireline Products - EIN Solution, AXE TES, AXD MGW, Redback Router, Extreme LAN Switch, DNS Server, Session Border Gateway etc.

Highly experienced in Solaris, UNIX environment administration (OS, HW, storage, backup & restore, networking etc). RSG (Remote Support Gateway) Skills, Remote connectivity.

Demonstrated Soft Skills:

- Business Manager, Cost effective mind set, Change maker
- Demonstrated technical leadership in various systems implementation, change and in projects for different products
- Excellent Interpersonal and Presentation skills, Situational leadership
- Team player with strong ability to interact and share expertise with other team members. Extra ordinary Delegation & Coordination capability
- Excellent Leadership and Supervisory skills
- Strong Organizational skills and Excellent Verbal skills
- Strong analytical skills and commercial thinking
- Self-motivated, resourceful, actions & results-oriented
- Highly flexible, adaptable, able to multi-task, quick to learn, incorporate new concepts and admire new challenges position
- Have excellent ability to walk the extra mile & thinking out of box and very good follow up to employees for achievements and success in the team and excellent team works achievement

Professional Trainings & Achievements (Some of them):

1) Leadership Core Curriculum [LCC], 2016

2) Leadership for Professional [LFP], 2013 - Executive training 3 months

3) Ericsson BUGS [Business Unit Global Services] Certified Experienced SDM, 2011

4) 18/12/2011 & 19/12/2011 (2 Days)

Managing Change for Organizational Excellence

5) 18/12/2011 & 19/12/2011 (2 Days)

Creative Problem Solving & Decision Making

6) 30/11/2011 & 1/12/2011 (2 Days)

Training on Outbound Team Building Workshop

7) 24/10/2010 & 25/10/2010 (2 Days)

Management Development & Assessment Program

8) 9/2/2010 (1 Day)

Props-C

9) 25/1/2010 (1 Day)

Training on Finance for Non-Finance

10) 11/10/2009 & 12/10/2009 (2 Days)

Effective Negotiation Skills

111) 7/10/2009 & 8/10/2009 (2 Days)

Advanced MS Excel

12) 23/11/2008 & 24/11/2008 (2 Days)

Time Management & Assertiveness

13) 28/10/2008 & 29/10/2008 (2 Days)

Presentation Skill

14) 22/9/2008 (1Day)

 Finance for Non Finance Manager

15) 25/8/2008 & 26/8/2008 (2 Days)

 Being a first time Manager @ericsson

16) 20/8/2008 & 21/8/2008 (2 Days)

Being a Leader@ericsson

17) 15/8/2008 (1 Day)

HR For Non HR Managers

18) 22/5/208 (1 Day)

 Ericsson Leadership Framework

19) 31/3/2008 (1Day)

Manager's Recruitment Training

20) 31/10/2007 and 01/11/2007 (2 Days)

Handling Difficult Customers and Colleagues

21) 10/10/2007 and 11/10/2007 (2 Days)

Line Management Training

22) 20/08/2007 and 21/8/2007 (2 Days)

Customer Services Essentials

23) Soft Skill Training's

- Cash Flow - The way cash flows
- Ericsson Business Position
- GSM Basics Sales Overview
- Competence Management - Mind the Gap
- The Way to Create Profitability
- Organizational Management
- SRM- Contract management overview
- Spare Part Management Service
- Show Me the Money - Sales Process
- Cash Flow Training
- Service Sales
- Software Business Training, Moving to as SW business
- Becoming a Manager
- Security Sally
- Service Delivery Career Model, 2007-06-28
- Service Delivery Maturity Model 1.0, 2007-07-18
- Service Delivery Maturity Model 2.0, 2007-07-19
- Anti Corruption, 2007-07-26
- Communication Skills, 2007-08-09
- Individual Performance Management HR, 2007-08-09

24) 24/02/2007 and 03/03/2007 (2 Days)

Report Writing Skills Workshop

25) February 2007 (1 Day)

Introduction to PROPS-C

26) September 2006 (2 Days)

GPRS System Survey

27) August 2006 (1 week)

GSDC Australia (OSS R3 Upgrade offsite dump test and Customer DEMO)

28) May 2006 (2 week)

SA-239 Intermediate Solaris 9 System Administration OE
SA-299 Advanced Solaris 9 System Administration OE

29) December 2005 (2 days)

Effective Leadership & Supervisory Skills

30) December 2005 (2 days)

SMI ASIA – Total Customer Satisfaction Training

31) August 2005 (2 week)

VCS Cluster Server 4.x Training in Singapore

32) March 2005 – April 2005 (3 week)

On job Training in Malaysia (OSS RC 2.1)

33) Nov. – Dec. 2004 (2 week)

OSS RC 1.1 Sys Admin Training, Sweden

34) GSM OSS RC 1.1 Delta 1 day

35) June 2004 (3 week)

Fast Track to Sybase Adaptive Server ASE 12.5
Sybase System & Database Administration ASE 12.5
Advanced Sybase System Administration & Troubleshooting ASE 12.5

36) May 2004 (2 week)

SA-238 Solaris 8 System Administration 1
SA-288 Solaris 8 System Administration II

37) March 2004 - April 2004 (3 week)

On job training at Thailand Ericsson in OSS group.

38) March 2004 (5 days)

FMX onsite workshop at GP

39) Feb. 2004

Project in AXIATA OSS R9.1 CP4 onsite upgradation.

40) Dec. 2003- Jan. 2004 (6 week)

On-job training in GSDC Melbourne, Australia
AXIATA OSS R9.1 CP4 upgradation in test-plant

41) November 2003 (4 days)

RNO onsite workshop at GP

42) July 2003 (2 week)

GSM OSS system administration training, Sweden

43) Cisco Certified Network Associate, CCNA 2002