

# S. M. A. SAYEM

Senior System Engineer,  
Radio and Backhaul Maintenance ,  
SOC, Service Operations, Technology, Grameenphone Ltd.



## ABOUT ME

- Empathetic
- Team Player
- Adaptive
- Assertive
- Trustworthiness
- Respectfulness

*Trying to utilize my potentials, experiences and organizational skills achieved through my educational knowledge and extra-curricular activities for a challenging and sustainable career from I can and for what I can learn new things and that will lead me to adapt more new changes in near future. Changes is inevitable and so scopes will be limitless!*



'Mitali Bhaban', 2/3 Block-B, Lalmatia, Dhaka-1207.



sma.sayem@grameenphone.com



+8801711086740



sayemsourov



## WORK EXPERIENCE



01.05.18 - PRESENT

**SENIOR SYSTEM ENGINEER,**  
**Radio and Backhaul Maintenance (RNBM)**  
**SOC, Grameenphone Ltd.**

- Alarm surveillance of Network elements and systems.
- Escalate, follow up and report alarms in 24X7 Roster until seizure.
- Network Performance Monitoring, correlation and escalation.
- 1st Level terminal based fault handling & Alarm-Fault correlation.
- Change Management and governance of Network & IT systems and services.
- Exploration on existing functionality to bring out further efficiency through automation or process simplification.
- Report to Technology management on weekly basis on network availability and faults to identify the focus points.
- Conducted Network War Room to ensure good network availability during power disasters in Summer.



01.10.16 – 30.04.18

**SYSTEM ENGINEER**  
**Radio and Backhaul Maintenance (RNBM)**  
**SOC, Grameenphone Ltd.**

- Alarm Surveillance & Terminal Based 1st Level fault handling & correlation of Radio, Access Transmission (MW, OF, DWDM, IPBH) , BSC/RNC by 24\*7.
- Responsible as Functional Interface with Regional Operation & 2nd Line Radio + TX Teams.
- Fault, Incident & Outage reporting.
- Identify Scope of Improvement of Access Network.
- Generate & Distribute trouble ticket through GPTTS.
- Management Notification & Reporting for Network Status.
- SLA & MTTR reporting.
- Remote support to RO engineers for Physical Fault Handling .
- SW & HW upgrade & update.
- Health checkup and Terminal based PM/drill for Access Network.
- Support during PW execution.
- Disaster management for Access Network fault/incident.



06.06.15 – 30.09.16

**SYSTEM ENGINEER**  
**Change Management and Performance Monitoring (CMPM)**  
**SOC, Grameenphone Ltd.**

- Change Request (CR) & Planned Work (PW) management.
- Change work monitoring during execution and Ensure SLA. Network Impact Reporting pre & post Change.
- Performance alarm monitoring of all network nodes
- Correlation of performance degradation with Operational fault & customer complain
- Involve & engage concern working team to rectify the performance issue captured at monitoring tools or escalated from Assurance team.
- Issue GPTTS and continuous follow-up till the seizure of the performance issue
- Continuous drive to bring the performance KPI Monitoring charter to capture the various network quality degradation.



01.03.15 - 30.05.15

**ASSISITANT ENGINEER**  
**Sales, ADEX Corporation Limited**

- Technical Marketing of HV-LV Electrical Equipment's comprising Transformers, Circuit Breakers, Switchgears, Busbar System etc.



## INTERESTS

- Computing
- Team Sports
- Data Visualization
- Business Analytics
- Games
- YouTube browsing
- Watching Food Vlogs
- Mobile Photography
- Volunteering
- Organizing events
- New Technology



## EDUCATION



**2019 - Present** **Masters of Development Studies**  
University of Dhaka



**2015 - 2018** **MBA in MIS**  
University of Dhaka



**2011 - 2014** **B.Sc in Engineering (EEE)**  
Islamic University of Technology



## ACHIEVEMENTS

- ❖ Toppers in "Safe Internet Campaign" quiz and Ambassador for "Safe Internet" campaign in Grameenphone.
- ❖ Awarded 'Man of the Match' in GPPL'17 and played in GPPL'15-'19.
- ❖ Working on Requirement in different areas for team development.
- ❖ **EXCEED** Performer in 2017 TDP Dialogue - Performance.
- ❖ Working in **Network Availability Reporting** to management.
- ❖ **GNMS Project**: In house NMS for Outage monitoring & Correlation.
- ❖ Controllable BS Fault Reduction.
- ❖ Attended different **War Room** in particular network's critical situation.
- ❖ Organizer in "**Esonance**" Robotics Contest (Robomania) 2014" and "**EEE Excursion'14**" in university.
- ❖ Second runner-up at "Intra IUT Robotic Competition 2014".
- ❖ Player- departmental 'Cricket' Team (Champion), 'Basketball' Team (Runner-up) in university.



## SKILLS

MS PowerPoint	● ● ● ● ●
MS Excel	● ● ● ● ●
SQL, Python, Tableau	● ● ● ● ●
Sportsmanship	● ● ● ● ●