

Resume of Md. Towhidul Islam



Contact Address:

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Job objective:

My objectives are to provide technical and leadership role in developing standards for an efficient enterprise operations based on availability, security, recoverability and fault tolerance. I am highly motivated with commitment in building loyalty and integrity in the workplace.

Experience overview

- I have 3 years of professional experience with hands on knowledge of intelligent network operations, troubleshooting and support with Ericsson charging system experience.
- Operation and maintenance of Ericsson Charging System nodes (CCN, TSP, SDP, MINSAT, EMM, CRS, EMA, AIR.)
- Hands on experience on Ericsson CS3.0 & CS4.0
- Sound knowledge on SS7 Protocol and call flows (INAP, CAP, MAP).
- Good experience in CSR handling.
- Conceptual Knowledge on OSS, GPRS, 3G and other related concepts.
- Good Knowledge in GSM
- Systems Administrations SUN Solaris 9, 10.
- IP and ATM Networking Knowledge
- SUN HW knowledge
- I have many useful technical training
- Understand organizational goals and objectives
- Prioritize faults to meet SLA/WLA.
- Working within well defined system support guidelines.
- Investigating faults/cause related to system/network problems.
- Interfacing with Marketing & Revenue Assurance teams for IN product configurations.
- Knowledge sharing with engineers for prepaid product configurations, fault management and troubleshooting.
- Second level service problem restoration.

- Handling and analyzing Trouble Tickets and recommend timely actions and solutions to Trouble Tickets with guidance or supervision, when necessary.
- Raising CSR towards ELS in consultation.
- Performing second level Preventive Maintenance of nodes.
- Acceptance testing of nodes.
- Independently handle upgrade/updates of live nodes.
- Rollout of New Feature as per MOP. Configuration of Prepaid Products as per customer requirements.
- Reconciliation activities to be performed along with Revenue Assurance.
- Interacting with Customer's top level management along with Specialist to understand their requirements and give feasibility for implementation of the same.
- Ability to perform under time constraints depending upon the business requirements.
- Ability to work on new features independently.
- Ability to learn the working of new nodes which are added in the network.
- Ability to independently perform tests in a prepared environment and as per given instructions.
- Ability to prepare implementation instructions without supervision.
- Ability to understand the IN product configuration requirements and implement the product configurations.
- Ability to analyze and provide recommendations to Customer Service Requests and O&M queries of complex nature.
- Understand the interworking of IN nodes with HLR, MSC and third party products.
- Good knowledge of support and supply processes.
- Practical knowledge on IP Routing and Protocols (TCP/IP, OSPF, BGP, EIGRP, VLAN).
- Basic knowledge of different wireless communication protocols and standards.
- Knowledge in TCP/IP, FTP, SSH, DNS, EMAP, INAP, XML-RPC, LDAP, CAPv2, CAPv3, SCAP, UCIP.

Job experience:

Duration: January 2011 till now

Company: Grameenphone Ltd

Role: Senior System Engineer

Job description:

- Operation and Maintenance of Ericsson IN (CS4.0) nodes
- Business configuration.
- Troubleshooting
- Upgrade From CS3.0 To CS4.0
- Configuration of Tariff; Service Class Design in SDP, MINSAT and AIR; Voucher Configuration in AIR.
- System configuration
- Fault finding
- Project work (Installation, Configuration, Testing, Commissioning)
- Troubleshooting

Duration: August, 2008 to December, 2010

Company: Grameenphone Ltd. Bangladesh

Role: System Engineer, Service Network (IN)

Job type: Permanent

Scope of work:

- Health check for charging system nodes (CCN, SDP, AIR, MINSAT, EMM)
- Upgrade (CP4 upgrade, CP6 upgrade)
- CAMEL phase2 implementation
- Performance management
- SIGTRAN deployment project

Expertise on charging system nodes:

- CCN
- SDP
- MINSAT
- AIR
- CRS
- EMA

Computer Language:

- C
- C++
- Assembly

Operating System

- Sun Solaris 10
- Windows 2000
- Windows XP
- Windows 7

Database Management System

- mySQL

Professional Trainings/Workshop

- GSM System Survey
- Charging System 3.0 Overview
- Charging System 4.0 Tariff Handling Delta
- Charging System 4.0 System administration
- CCN 5.4(Charging Control Node) Overview
- Cisco network workshop

Educational Qualification:

I am a Bachelor in **Electrical & Electronic Engineering** from Chittagong University of Engineering and Technology, Bangladesh

Personal Capabilities:

- Energetic and capable to adopt in any type of environment
- Ability to work independently and as a member of any team.
- Can work under pressure.
- Enjoy working to meet the challenge
- Fluent in written and spoken English

Reference:

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Personal Details:

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