

MD SELIM MIAH

Telecommunication Engineer

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Australian permanent resident

Experienced information technology and telecommunications professional, with progressive in both domestic and international environments. Demonstrated ability to prioritize and manage projects in a timely manner and on budget. Successful in implementing new systems and applications and organizing effective launches. Able to adapt quickly to new environments, concepts and system. Superior customer relations, problem solving and communication skills. Proven ability to access customer needs and implement effective methods to deliver optimum results. Productive and results oriented in team and individual projects.

EXPERTISE OFFERED

- ❖ Troubleshooting
- ❖ Analytical Abilities
- ❖ System Upgrades
- ❖ Vendor Management
- ❖ Protocol & Standards
- ❖ Project Management
- ❖ Web Development
- ❖ Programming
- ❖ Network O&M

TECHNICAL EXPERTISE

- ❖ **Software;** C/C++ | Java | Visual Basic
- ❖ **Operating Systems;** Unix (Redhat Linux, Solaris) | Windows
- ❖ **Protocols;** TCP/IP | UDP | ARP | DHCP | ICMP | INAP | MAP | SS7 | SIGTRAN | TELNET | SSH | CIP/Diameter
- ❖ **Scripting;** PHP | AWK | Shell | HTML | Perl
- ❖ **Database;** MySQL | Oracle
- ❖ **Application ;** NetBeans, Eclipse, Microsoft Office Suite, MS Visio
- ❖ **Vendors;** Huawei (Radio and Core Networks), Cisco (Switches and Routers), Ericsson (Core and Service Networks)

EMPLOYMENT NARRATIVE

Grameenphone Ltd.

Lead Engineer (Specialist)

March 2011—Present

Grameenphone is one of the world's largest telecommunications service providers with more than 50 million subscribers. It is a joint venture between Telenor of Norway and Grameen Bank of Bangladesh.

Key Responsibilities:

- ❖ Ericsson CS4.0 and CS5.0, version upgrade and ICP loading
- ❖ Systems Administrations of SUN Solaris 9, 10
- ❖ Prioritize faults to meet SLA, reduce MTTR, investigating faults, finding root cause related to system/network problems.
- ❖ Interfacing with Marketing & Revenue Assurance teams for IN product configurations.
- ❖ Handling and analysing Trouble Tickets and recommend timely actions and solutions to Trouble Tickets when necessary
- ❖ Performing second level Preventive Maintenance of network nodes.
- ❖ Acceptance testing (UAT) of nodes and services.
- ❖ Independently handle version upgrade of live telecom nodes.
- ❖ Ability to analyse and provide recommendations to Customer Service Requests and O&M queries of complex nature.
- ❖ Internetworking of IN & VAS nodes with HLR, MSC and third party products.
- ❖ International Roaming Problem handling, interfacing with Ireg
- ❖ Core Network Operations & maintenance, ensuring its functional & business KPIs
- ❖ Ensure all types of signalling (C7, SIGTRAN, M3UA Association) among Ericsson & Huawei core nodes & various service (VAS) nodes
- ❖ Follow up & coordinate the overall issues with cross-functional group

Key Achievements:

- ❖ **Network Health Checkup;** To automate daily health checkup of IN, VAS, GPRS network. Earlier health checkup was performed manually which required significant amount of manning resources and was prone to human error. A java class was implemented to telnet required commands to network elements and output was saved in plain text files. Later those files were parsed and compared with standard KPI values to detect errors automatically. So, every day the tool performs duty of 4 engineers' whole day work.
- ❖ **SOC internal webpage;** Worked on our department's internal webpage which contain all necessary information of our day to day operation. This webpage consolidates all other in-house developed tools. It also provide necessary information regarding network elements, our network topology, diagrams, process procedures, SLA, reports, contact information of required personnel and organization.

Grameenphone Ltd.

Deputy Superintendent Engineer (DSE)

August 2006—March 2011

Key Responsibilities:

- ❖ Network monitoring and fault handling, customer complaint handling
- ❖ Core network operation and maintenance (O&M)
- ❖ Network monitoring and fault handling, customer complaint handling
- ❖ Integration of new Ericsson nodes (MGw, MSS, TSS, MSC, TSC, BSC, etc.)
- ❖ Trunk E1 connectivity (E1 connectivity with MGw and other GSM nodes) in both Ericsson & Huawei Nodes
- ❖ Ensure integration & optimization of all types of E1 (TDM & BICC) in Ericsson & Huawei core nodes (MGw, MSS, TSC, MSC, BSC, and other GSM nodes.)

Key Achievements:

- ❖ **Network Coverage Area;** To precisely locate covering areas of MSC, BSC and BTS serving cells. Grameenphone has a vast network covering the entire country. It is very important to know which network equipment is responsible for which location of coverage. Previously there was no standard way of determining covering location. Oracle database was used to store covering area address of each BTS cell (around 23000 cells). Then developed java based (J2SE & JDBC) user interface to map BTS location with BSCs and MSCs coverage area. Also prepared design documents using UML, Design patterns, and IBM Rational Rose. Finally Thana and District-wise coverage is deployed in our in-house webpage (PHP, MySQL) for concerned stake holder's usage.
- ❖ **Lawful Interception;** Real time subscriber tracing to assist law enforcing agencies. Earlier subscriber specific real time sensitive information was gathered manually by sending commands to different network elements. Since, Grameenphone is a complex network of different vendors and platforms; it required significant time to locate/trace a subscriber. But law enforcing agencies require real time information. So, this tool was developed which can automatically collect information from all vendor/platforms and correlate those data to get required information. Java (J2SE), Python, Oracle and JDBC for this software.

GrameenPhone Ltd.

System Engineer

April 2005—August 2006

Key Responsibilities:

- ❖ Ericsson OSS RC, BSC, RNC, RBS fault handling
- ❖ Automation (scripting, SW tools) of network operation routing jobs
- ❖ Ability to learn new technology quickly
- ❖ Ensure connectivity with other operators

Key Achievements:

- ❖ **Rollout Support;** To provide radio parameters' status via Push-Pull SMS using SMPP protocol. Our field engineers around the country need to know status of various cell parameters. Previously, they called our hotline and our terminal engineers provided necessary information. Amount of called that we received per day was huge. After implementation of this project, field engineers are now able to get required information using push-pull SMS short codes.

- ❖ **System Backup Automation;** Ericsson GSM telecom equipment requires preservation of sensitive data. Previously, it was done by transferring backup to physical storage media (magnetic tape/optical disk). Since network equipments are situated all over the country, it was tremendously manual work, time consuming and required significant man-hour. Centralized backup server was developed which collect all necessary files using secure FTP. A webpage was developed (PHP, MySQL) to store information of network elements with latest backup. MS Visio diagram was used to show network element topographically. All concerned stake holders can easily collect backup from the central server no matter how far they are located physically.

Key Projects:

Network Health Check Automation

CS5 (SDP, AIR, CCN) upgrade

Vendor Swap project

Core Network Expansion

Prepaid Billing System Swapping

Charging System upgrade

SigMon/Tektronix

Signalling System SS7 to SIGTRAIN

Inter operator connectivity

Sansons corporation

Software Developer (Java)

October 2004 – April 2005

Key Responsibilities:

- ❖ Software Development in Java (J2SE, J2EE, J2ME)
- ❖ Software testing
- ❖ Research work on RAT (Robust Audio Toolkit)

Key Achievement:

Calculator for Mobile Devices; In order to meet continuous demand of mobile applications, a Bengali talking calculator was developed which can be used by local laymen users who doesn't understand English. J2ME (java 2 Micro Edition) was used to build up this application. Another excellent feature of the application is that it can pronounce the result after any arithmetic operation.

EDUCATION

- ❖ **Bachelor of Science (Computer Science and Engineering),** Bangladesh University of Engineering & Technology, 2004

PROFESSIONAL DEVELOPMENT

- ❖ **Charging System Rating Management,** Ericsson Academy, November 2012
- ❖ **Oracle Database 11g performance Tuning,** Ciscovalley Network Academy, November 2012
- ❖ **IPSTP Operation and Maintenance,** Huawei Technologies, May 2011
- ❖ **MSOFTX Routine Operation & Maintenance (ATCA),** Huawei Technologies, January 2011
- ❖ **GSM MSOFTX Data Configuration,** Huawei Technologies, 24-Dec-2008 To 04-Jan-2009
- ❖ **NE Series High End Routers Maintenance,** Huawei Technologies, October 2008
- ❖ **Team Working Course,** British Council, July 2008
- ❖ **GSM/UMTS SOFT SWITCH FUNDAMENTAL,** Huawei Technologies, May 2008
- ❖ **GPRS/UMTS Fundamental,** Huawei Technologies, May 2008
- ❖ **Leadership Skill Course,** British Council, November 2007
- ❖ **UMTS-Split Architecture and SIGTRAN,** APIS Technical Training, Sweden, August 2007
- ❖ **Negotiation Skill Course,** British Council, June 2007
- ❖ **NOC in-house development course,** Grameenphone Ltd, May 2007
- ❖ **APG40 Operation & Maintenance,** Ericsson Education, Malaysia, August 2006
- ❖ **Understanding new Telecom,** Ericsson, May 2006
- ❖ **Team Building Program,** TEAMSWORK, March 2006

REFERENCES

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