

MOHAMMAD SELIM MIAH

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CAREER OBJECTIVE:

To carry out technical and leadership roles in a suitable position of a reputed telecommunication company that will enable proper utilization of the acquired technical knowledge & skills in both individual and group based work along with the opportunity for career advancement and travel.

WORK EXPERIENCE:

APR 2005 – Present

Company Name:	Grameenphone Ltd.
Place:	Bangladesh
Date of joining:	17 April 2005
Tenure:	More than 8 years.
Position:	Lead Engineer
Company profile:	Leading telecommunication provider of the country owning the major market share of the mobile market of the country. It is a joint venture enterprise between Telenor (62%), the largest telecommunications service provider in Norway with mobile phone operations in 12 other countries, and Grameen Telecom Corporation (38%), a non-profit sister concern of the internationally acclaimed micro-credit pioneer Grameen Bank.

TECHNICAL EXPERIENCE OVERVIEW

- Over 8 years of telecommunication operation experience [Ericsson & Huawei]
- I have 1 year of professional experience with hands on knowledge of intelligent network (IN) 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 CS4.0 and CS5.0, version upgrade and ICP loading
- Good experience in CSR handling.
- Conceptual Knowledge on GSM, GPRS and other related concepts.
- Active participation of routine task automation and process efficiency enhancement
- 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.
- 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.
- 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.
- 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 internetworking 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.

COMPUTER SKILL:

Programming Language	C, C++, Java, Visual Basic, Visual C/C++, HTML, Perl
Database	Oracle
Operating System	Windows, Solaris/Unix
Hardware	Troubleshooting, Maintenance and Assembling of any

OTHER SKILLS

- Proficiency in Linux, Solaris, Microsoft OS (Windows XP, Windows 7), Office Applications and comfortable in using web based solutions
- Good communication skills in English (**IELTS Score 7.5**)
- Ability to work under pressure, proactive, self-motivated and flexible
- Pleasant and accommodating personality

Projects Particiaption:

- ❖ MINSAT migration project (MINSAT expansion)
- ❖ ECMS project as replacement of MINSAT.
- ❖ CS5 (SDP, AIR, CCN) upgrade project
- ❖ Gy implemention project offloading OLM
- ❖ Sigtran Migration projects
- ❖ Interconnection and International call routing project.
- ❖ BSC Re parenting project
- ❖ HLR IMSI Migration project
- ❖ NPC (Number Plan Change) project
- ❖ Swap Ericsson BTS by Huawei BTS project

PROFESSIONAL TRAINING:

- **CS 5.0 Rating Management Training**
- **Oracle Database 11g: Performance Tuning**
- Split Architecture and SIGTRAN (APIS Technical Training, Sweden)
- GSM/WCDMA M-MGW R4 Operation & Configuration, Ericsson Education Sweden
- APG40 Operation & Maintenance (Ericsson Education, Malaysia)
- Understanding the new telecom (Company Internal)
- Axe system survey (Company Internal)
- GSM System Survey (Company Internal)
- NOC in-house development course, Intermediate Level (Company Internal)
- Basic Transmission System (Company Internal)
- Basic Training on IP (Company Internal)

PROFESSIONAL DEVELOPMENT:

- Team Building Program (TEAMSWORK, Malaysia)
- Leadershship Skill Course (British Council)
- Negotiation Skill Course (British Council)

PREVIOUS JOB EXPERIENCE :

2004 – APR 2005: **Software Developer (Java)**

Job responsibilities:

- Software Development in Java (J2SE, J2EE, J2ME)
- Software testing
- Reporting to immediate supervisor
- Research work on RAT (Robust Audio Toolkit)

EDUCATION :

2004 **B.Sc. in Computer Science and Engineering**
Bangladesh University of Engineering and Technology (BUET)
Dhaka, Bangladesh
CGPA: 3.14 out of scale 4

1998 **Higher Secondary Certificate (H.S.C) in Science**
Achieved marks: 83.5%

1996 **Secondary School Certificate (S.S.C) in Science**
Achieved marks: 86.1%

PERSONAL INFORMATION :

Father's name: Mohammad Pannu Miah
Mother's name: Mrs. Selina Begum
Date of birth: November 21, 1980
Nationality: Bangladeshi
Marital Status: Married
Religion: Islam

REFERENCE :

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