

# Mohammad SELIM MIAH

M: 0469214498

E: selimcse98@gmail.com

A: 4/14 Quigley Crescent

Churchill VIC 3842

## Statement Addressing Key Selection Criteria

**Position:** IT Service Desk Officer

### ■ Judgment and Decision Making

An experienced Systems and Software Engineer, I have sound knowledge of asset management systems and experience in data analysis, review, quality and integrity.

My judgement and decision making skill was demonstrated in my role as Lead Engineer at Grameenphone Ltd. In 2013 our network operation department faced a huge challenge in subscriber database management due to a system failure. Grameenphone has approximately 40 million prepaid subscribers.

Due to a system failure our system had to restore from backup. This resulted in huge data discrepancies. My team was assigned to correlate data from different network systems and find out actual subscriber balances and compensate subscriber's accounts within 24 hours. I collected data from various sources such as refill and charging data, call details record, and subscriber's usage data. After correlating all available data, I prepared a report detailing subscribers balance discrepancies and we compensated our subscribers accordingly. My work was highly appreciated, from not only a network operation management perspective but also from marketing and commercial departments. I confidently demonstrated skills in reviewing, checking and auditing data, with excellent attention to detail.

I am confident that my broad information technology skills and technical knowledge will allow me to fulfil the requirements of the Asset Management Information System Support Officer position. I am also confident that I will be able to apply my skills to ensure Gippsland Water asset register is complete and accurate and facilitate advanced asset management and support internal and external reporting.

### ■ Qualifications and Experience

I have bachelor degree in Computer science and engineering from most reputed university of Bangladesh (BUET-Bangladesh university of engineering and Technology). I have an understanding of functions associated with the management of assets and reporting including documentation and the ability also to quickly and effectively build new knowledge and skills. As indicated I am a Systems and Software Engineer, with over 10 year's professional experience. I have the proven ability to read and interpret engineering drawings, specification and documents especially process and instrumentation diagrams.

As a Deputy Superintendent Engineer (DSE) of Grameenphone Ltd, I was required to prepare weekly reports of network quality KPI. I used MS excel to prepare graphs and tables and presentations in PowerPoint. I have written network operational manuals and fault handling documents, which were used by all network employees.

For the Network Health Check-up Automation project, I was required to protect the network from disasters by determining potential weakness of the system and implement

solutions. As part of this project I wrote operational manual documents for new employees. My actions ensured network became more resilient to faults.

I bring to this role exceptional technical abilities I am able to quickly grasp the essence and the underlying structure of systems in order to manage information and reporting.

#### ▪ **Specialist Skills and Knowledge**

I have broad experience working with information systems, business systems, and solution architecture in maintaining and analysing system structure and developing system and process documentation.

I have been responsible for conception and implementation of system improvements. At Grameenphone I achieved enhancements with the centralisation of system backup. Grameenphone is a large network operator and the backup system was manual. It required data cartridge to be placed into the tape drive of each and every network nodes and taking system backup by initiating commands from terminal. I had prepared FTP based scripting with all network equipment's IP address. During the low traffic hours the system now automatically pulls data from all equipment and makes available for usage. Changes have allowed Grameenphone to save at least 3 man hours (24 work hours) per day for system backup. It also minimized human mistakes and made the data more reliable to work with.

I successfully liaised with vendors and prepared internal engineers documentation during Charging System Upgrade (CS4 to CS5). I coordinated with vendor to understand work procedure and prepare internal engineers to rollout the upgrade for each and every charging system nodes. The outcome was minimized deployment costs by employing our engineers to do the job rather than vendor engineers.

I have demonstrated required skills in functional specification and design documentation to allow successful collaboration with system developers in the role of Asset Management Information System Support Officer.

#### ▪ **Interpersonal skills**

I have consistently shown strong communication skills, I deliver clear, effective communication and take responsibility for understanding of others. I ensure that regular communication occurs based on the needs of the project, and I have experience both delivering training and writing operation manuals for guiding new staff.

I was nominated to present the network operation's annual achievements to an audience from the technology division, marketing and commercial divisions and management. My task was to demonstrate how the organisation had benefited from our services throughout the year. I prepared a presentation highlighting all the critical incidents where network was restored in short time and prevented the organisation from revenue loss. I successfully demonstrated with confident presentation the value contributed and received exceptional feedback from Marketing and Commercial division managers.

I have highly developed interpersonal and communication skills, with the ability to work effectively with people at all organisational levels and also build effective relationships with external contractors. These skills will support me building productive working relationships across Gippsland Water.

- **Management Skills**

Organisation skills and the ability to balance competing priorities have been essential in my previous roles. Dealing with critical business systems I have always ensured that systems are maintained and accessible for business operations. I have shown during incidents where services are impacted that I have the ability to act quickly and prioritise tasks to ensure quality restoration occurs rapidly.

An example of my organisation skills was when Grameenphone's CRS (charging data reporting system) went down and charging related reporting stopped. Our customer care department couldn't retrieve customer's usage history. The situation was highly stressful across the organisation.

I was required to simulate the CRS system before it was operational again. I had to utilise every second very cautiously. I was required to retrieve relevant raw data from various systems. While pulling data from different systems, I had to prepare necessary scripting while automatically parse data from raw files and prepare standard format files. During this process I keep management updated, reporting on progress and forecasting when system would be available. I also coordinated with vendor for actual CRS system restoration from data backup. I was dealing with multiple priorities and pressure. After compiling data from various systems, I managed to temporarily serve charging data reporting. To allow access to subscriber's account history for previous month, this was highly appreciated by customer care department.

I have excellent time management skills, and have shown a focus on delivering outcomes on time and to customers' expectations. I have the ability to work independently and within a framework of diverse guidelines and procedures.

- **Accountability and Extent of Authority**

Throughout my professional experience I have worked in teams to deliver business goals, I have shown the ability to work cooperatively and collaboratively with others and also provide direction and leadership to help teams achieve goals and operate cohesively.

Professional and principled as a member of a team I gain the trust of others by taking responsibility for my own actions and following through on commitments and agreements. I act with integrity and encourage others to do the same. My integrity was demonstrated when I was assigned to purchase a high performance Server for our backup department. I obtained quotation from three different vendors. One of the vendors attempted to offer me bribe to purchase from them. I responded in this situation with professionalism and integrity, and made them aware that their approach was inappropriate.

I will be a valuable team member, showing commitment to the team's purpose and goals. I have proven that I can work effectively with different personalities and assist teams in effectively using individuals' talents and contributions.