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| **MOHAMMAD SELIM MIAH**  ***Systems & Software Engineer*** | **M: 0469214498**  **E: selimcse98@gmail.com**  **A: 4/14Quigley Crescent**  **Churchill VIC 3842**  [**Australian**](http://www.linkedin.com/in/rashidul17) **permanent resident** |

Experienced information technology and network professional, successful in implementing new systems and applications. Able to adapt quickly to new environments, concepts and systems. Superior customer relations, problem solving, reporting 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**

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| * **System Integration** * **Analytical Abilities** * **Troubleshooting** | * **Vendor Management** * **Protocol & Standards** * **Project Management** | * **Web Development** * **Programming** * **Network O&M** |

**TECHNICAL EXPERTISE**

* ***Software development;*** C/C++ | Java | Visual Basic
* ***Protocols;*** TCP/IP | UDP | ARP | DHCP | ICMP |INAP | MAP | SS7 | SIGTRAN | TELNET | SSH | CIP/Diameter
* ***Scripting;*** PHP | AWK | Shell | HTML | Perl | Python
* ***Database;*** MySQL | Oracle
* ***Web development;*** PHP| CSS| JavaScript
* ***Operating Systems;*** Unix (Redhat Linux, Solaris) | Windows
* ***Networking;*** Protocols like RIP, OSPF, EIGRP and BGP|Expert Knowledge about TCP/IP, Spanning-tree, and OSI models
* ***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**

**Sensis Yellow Pages**

***Customer Relationship Manager* January 2015—August 2015**

Sensis Yellow Pages is the number one Australian business directory having partnership with Telstra. Sensis help customers building website, advertising online, get found on Google, track online results, using social media for business, marketing business online.

**Key Responsibilities:**

* Communicate customers, discuss about their business, help improve online advertising
* Manage customers’ online database
* Search Engine Optimisation (SEO) and Search Engine Marketing (SEM)
* Verify and update customer’s business details
* Enable customers to use online portal to manage their digital advertising, performance reports etc.

**Grameenphone Ltd.**

***Lead Engineer (Specialist)* March 2011—January 2015**

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 GrameenBank of Bangladesh.

**Key Responsibilities:**

* Reporting on network quality KPI
* In-house application and web development
* Weekly, monthly and ad-hoc management report
* Documentation & process development and make them available online
* Communicate different stakeholders and prepare business deployment workflow
* Presentation of network health status to management
* Vendor management and coordinate with stakeholders while implementing new projects
* Network health check and preventive maintenance
* System backup/tape storage and restoration
* Inventory management of tape storage, data servers and other network resources
* Prioritize faults to meet SLA, reduce MTTR, investigating faults, finding root cause and providing solutions.
* Acceptance testing (UAT – both software and hardware testing) of nodes and services.
* Resolving customer’s technical problems
* Independently handle version upgrade of live telecom nodes.
* Internetworking of IN & VAS nodes with HLR, MSC and third party products.
* Core Network Operations & maintenance, ensuring its functional & business KPIs

***Key Achievements:***

* ***Network Health Checkup Automation;*** 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.
* ***SOC internal webpage Development;*** 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:**

* Reporting on network quality control KPI
* Network monitoring, preventive maintenance and fault handling, customer complaint handling
* Core network operation and maintenance (O&M) at Network Operation Centre (NOC)
* 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:***

* ***Database Integration for Resource Location & reporting;*** 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.
* ***Data Correlation and Automation;*** 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 routine jobs
* Ensure connectivity with other operators [inter-operator voice & SMS connectivity]

***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 SDP subscriber migration ECMS/MINSAT Migration***

***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, user acceptance testing
* Webpage development

***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**

* ***Oracle Database 11g performance Tuning***, Ciscovalley Network Academy, November 2012
* ***IPSTP Operation and Maintenance***, Huawei Technologies, May 2011
* ***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
* ***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
* ***Understanding new Telecom***, Ericsson, May 2006

**REFERENCES**

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