**CURRICULUM VITAE of SHAHLA BINTE RIZVI**

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**OBJECTIVE**

* To acquire professional experience in an advance environment in the field of Telecommunication Engineering.

**EDUCATION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Degree Obtained** | **Institution** | **Department/Board** | **Major** | **CGPA\*/Division** | **Year of Completion** |
| **Bachelor of Science (B.Sc)** | Bangladesh University of Engineering and Technology (BUET), Dhaka, Bangladesh  ([www.buet.ac.bd](http://www.buet.ac.bd)) | Electrical & Electronic Engineering | Electrical & Electronic Engineering | 3.62  \*(in a scale of 4.0) | 2005 |
| **Higher Secondary Certificate(HSC)** | Viqarunnisa Noon College | Dhaka | Science | First (Marks: 88.4%) | 1999 |
| **Secondary School certificate(SSC)** | Viqarunnisa Noon School | Dhaka | Science | First (Marks: 88.3%) | 1997 |

**TEST SCORES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Generalized Test Scores**  **(Test Date)** | **Components and Component Scores** | | | | **Overall Score** |
| **IELTS**  (**October, 2009**) | Listening | Reading | Writing | Speaking | **Overall Band Score** |
| 8.5 | 8.5 | 7 | 7 | **8** |

**UNDERGRADUATE THESIS**

* “Development of a PC based ECG Machine”, Electrical & Electronic Engineering, Bangladesh University of Engineering and Technology, Dhaka, Bangladesh, June 2005.

**PROFESSIONAL EXPERIENCE**

* **Specialist,** Back Office, Service Operation Center, Grameenphone Ltd (*GP HOUSE Basundhra, Baridhara Dhaka-1229, Bangladesh, Telephone: +88029882990, Fax: +880-2-9882970,* <http://www.grameenphone.com>), 05/2010—Present .
* **Deputy Superintendent Engineer**, Network Operation Center, Grameenphone Ltd (*GP HOUSE Basundhra, Baridhara Dhaka-1229, Bangladesh, Telephone: +88029882990, Fax: +880-2-9882970,* <http://www.grameenphone.com>), 09/2007—05/ 2010.
* **System Engineer**, Network Operation Center, Grameenphone Ltd. (*GP HOUSE Basundhra, Baridhara Dhaka-1229, Bangladesh, Telephone: +88029882990, Fax: +880-2-9882970,*<http://www.grameenphone.com>), 12/2005—9/2007.

***Job Responsibility:***

1. **Surveillance and First Level Fault Handling:**

* Monitoring of total network 24\*7, Fault co-relation,, follow-up, and first level fault handing of core and service network.
* Providing remote support to stake holders during 1st line fault handling.
* Daily Healthcheck of Service/IN/Packet network (AIR,SMSC,MMSC,PSS nodes). Co-ordination with other PLMN/PSTN operators on common issues/faults.

1. **Notification to Management during faults and scheduled Maintenance work:**

* Notifying Management about network status, faults and scheduled maintenance work.

1. **Software upgradation at Core nodes:**

* Regular software Package Loading of Core nodes (MSC/BSC/MGw/TSC/HLR/STP).

1. **Performance Monitoring:**

* Ensuring Core Quality and Performance through Performance Based Alarm Monitoring and investigation.

1. **Report Preparation:**

* Weekly network and Service outage report
* Monthly core network availability report
* Other ad-hoc reports.

1. **Customer Complaint Solution:**

* Solving Customer complaint related to core, roaming, value added services.

1. **Involvement in Projects:**

* Participate in different Core network projects like Re-Parenting nodes, HLR migration.

1. **Facilitator:**

* Grooming new engineers on Core network.

1. **Shift Leader:**

* Working as a Shift Leader to supervise and lead a particular shift.
* **Lecturer**, Department of Electrical and Electronics Engineering, Stamford University-Bangladesh (<http://www.stamford.ac>), 744 Satmasjid Road,Dhaka-1209,Bangladesh, 9/2005—12/2005.

***Job Responsibility****:*

1. **Courses Tought:**

* Fields and Waves,Electronics.

**TRAINING/INTERNSHIP:**

**1.** GSM system overview, AXE Operation, organized by Grameenphone Ltd., Bangladesh.

**2.** Ericsson Core Network Maintenance at Ericsson Education, Malaysia

**3.** Ericsson MSS configuration, Ericsson AXE Blade Cluster Operation & Maintenance

**4.** Tektronix K-18 Training, conducted by Tektronix.

**5.** Huawei GSM MSOFTX3000 Data Configuration (include O&M part), GSM UMG8900 Routine Operation and Maintenance, STP Operation and Maintenance, GSM MSOFTX3000 Routine Operation and Maintenance Training

**6.** Leadership skill course, Communication skills course, conducted by British Council, Bangladesh for Grameenphone Ltd.

**7.** Shift Leader Training, organized by Grameenphone Ltd., Bangladesh.

**AWARDS**

* **Dean’s list (Second Year)** (3/2002—1/2003), Department of EEE, University of Engineering and Technology (BUET), Bangladesh.
* **Dean’s list (Third Year)** (8/2003—3/2004), Department of EEE, University of Engineering and Technology (BUET), Bangladesh.
* **Dean’s list (Fourth Year)** (9/2004—6/2005), Department of EEE, University of Engineering and Technology (BUET), Bangladesh.

**ADVANCED LEVEL COURSES**

* Control Systems, Digital Signal Processing, Semiconductor Devices, Digital and Satellite Communication Engineering, Power System Analysis, Microprocessor and Digital Computer, Biomedical Electronics, Microwave Engineering, Power Stations.

**COMPUTER SKILLS**

* **CAD:** MATLAB v. 6.5 (Mathworks), Citrix (Ericsson), Local Maintenance Terminal (LMT) (Huawey), Exceed (Ericsson), Osix, Globe OSS.
* **Programming Languages:** C, C++, MATLAB, assembly language.

**References**

***References are available upon request.***