24th August 2014

Recruitment Manager

Western Australia Police, Business Technology

Perth, WA

Dear Sir/Madam,

I am writing to apply for the position of “Radio Network Technician” at Western Australia Police, Business Technology department. I learned of the position through a posting at “Jobs WA” career website and became interested to apply for the job. I am an efficient and skilled Radio network professional, with competence in diagnosis and fault handling of wide range of radio network equipments, implementation and have the demonstrated ability to prioritize and manage projects in a timely manner with optimum network quality.

Work Requirements:

* **Possession of a relevant qualifications**

After completing my Bachelor degree in Electronic and Electrical Engineering from Bangladesh University of Engineering and Technology, I have started my career as a Radio network engineer and gained lot of experiences and knowledge on radio and communication technologies throughout my last 6 years professional career. I have performed my role in different positions with variety of responsibilities in planning, implementation and operation section of radio network of Grameenphone Ltd. (A concern of Telenor Norway) that serving voice and data solution over 50 million subscribers. One of my responsibilities is to plan and design of VHF, UHF, GSM 900, 1800, 1900 and 2100 technologies to provide voice and data solution on cellular network. I have also worked in point to point microwave network for short and high distance communication that includes PDH and SDH technologies. I am highly trained to implement and operational maintenance of UHF, VHF radio equipments (two way radios, repeater, amplifier, Booster, BTS, Antennas, Cabling etc.) and I was involved in lot of projects to install and maintenance UHF, VHF radio equipments all along the Grameenphone Network. Currently I am working in Telstra PSTN (voice and data) network as a communication technician for last 6 months with responsibilities of installation and maintenance of PSTN, DSL, PABX equipments at exchanges and customer sites as well.

* **Verbal and written communication skills**

As a part of my responsibilities I have worked with both internal and external stakeholders. During working in planning team I had to communicate “the radio network plan and design” with various cross functional teams through mail and meetings. It was my regular duty to arrange workshops with experienced groups and other teams to gain user feedback and to maintain proper communication to the right persons. As a result, the plan could be implemented as per requirements. Moreover during working in operation team, I was involved physically for installation and maintenance of equipments. On top of that I supervised vendors for better execution at site with practical and verbal demonstrations. In addition, to generate fault and installation reports I had to visit sites at regular interval. After lots of technical analysis the reports were generated and communicated to planning and assurance department by arranging workshop or meeting. These activities certainly enhanced my verbal and written communication skills to a standard level so that now I am very much used to communicate.

* **Interpersonal skills**

As a communication technician of Telstra, I have to communicate with both government and different corporate agencies. During installation and fault handling of PSTN and data network of Telstra I need to contact with Cable authority, road and Traffic Auth ority of WA and Local Council for various purposes like digging, traffic control etc. Also, I consult with level 3 technician and technical support team for better solution. I have to interact with customers in different fault situation to ensure their requirements and satisfaction. At the same time I need to maintain the rules and regulations of Telstra and concerned authority. Besides, when I was working at radio network team, I gave support my field team members in emergency situations. At that time there was required to visit sites and consult with technical expertise team to resolve equipment fault.

* **Ability to diagnose and repair faults in a wide range of electronic equipment and radio network systems in a practical environment**

I have demonstrated ability to identity and rectify faults in following radio network environments

**HF, VHF, UHF and GSM Radio Environments:**

* Identify radio faults by analyzing radio signal from different transmitting and receiving points through Signal analyzer, Spectrum analyzer, digital oscilloscope, Noise analyzer, cable analyzer, Power quality analyzer, Attenuator RF etc.
* Determine VSWR fault, RF fault, connector fault, cable fault on UHF/HF/VHF equipment (Base, Mobile. Handheld, repeaters and antennas)
* Regular checks on towers, masts, poles, antenna mounts, feeder supports, trays and other attachments to remove mechanical fault.
* Diagnosis and rectify faults at Mobile Base Station like repair of RF card, Combination and Distribution unit (CDU) replacement, re-making of BNC/RNC/ connectors, feeder cable/connector replacement.
* Fault analysis and provide resolution of Ericsson AXE system like Switching Equipments(Base Station Controller, Mobile Switching Controller, Media gateway, Multiple switching server)
* Replacement of faulty port, defective connectors Routing and Switching Equipments (CISCO, Juniper)

**Microwave Network:**

* Locate installation and operational fault on MW transmission system that includes determination of signal attenuation and receive level, Intermediate frequency fault between Indoor units and Outdoor units
* Repair E1/T1 card of PDH link and STM card of SDH link
* New alignment of high capacity MW antennas at tower height if any obstacle found between antennas.
* **Knowledge in land mobile radio communications equipment and Spectrum Management regulations**

I have also completed Certificate III in telecommunication in Australia which includes ACMA open registration, structured cabling, ACMA Specification and Regulations and P25 radio communications. During this course I have come to know different ACMA rules and guideline that includes Broadcasting content regulation (BCR), Codes and conduct of Australian Radio Network, Electromagnetic compatibility. In addition, I have strong set of knowledge on P25 communication standards which are set by Association of Public Safety Communications Officials International (APCO), the National Association of State Telecommunications Directors (NASTD), Telecommunications Industry Association (TIA). Moreover when I worked as a Radio network engineer I have learned both local and international telecommunication standard and regulations.

* **Ability to meet strict deadlines and comply with accepted quality assurance procedures with minimal direct supervision**

As a communication Technician of Telstra I have to identify fault and provide resolution of Telstra PSTN/Data network as per SLA (Service level agreement). At the same it is required to comply Telstra quality standard in each job to meet yearly performance KPI set by manager. Apart from that I worked in lots of project as a team member and awarded as a best employee for contribution of quality network delivery with less supervision. However my technical knowledge both in local and internal arena helped me to perform my duties in an efficient manner by meeting project deadline and budget. In most the cases, I do critical path analysis and set milestone thereafter to meet project deadline.

* **Ability to utilise initiative in a technological or communications environment**

After notifying any fault in radio network it was required to respond quickly and to communicate respective field member, expertise group and team manger as well. I always make a resolution plan by keeping alternate secondary and tertiary backup plan. I always segregate working scope in normal and emergency fault situation. Sometimes I need to communicate with higher management through my supervisor or directly for any major changes along the network. My instant decision making ability and spontaneous response helped to take initiative in different technological environments.

I have gained huge knowledge on Radio communication during working on my Undergraduate thesis “Medium Wave Transmitter”. Besides, my overseas qualification has been certified by the Institute of Engineers Australia. I also have permanent residency in Australia. I have the Australian class-c driving license as well.

I believe that my enthusiasm, commitment and work ethic combined with my interpersonal and communication skills will make me a valued employee. I am confident that my extra effort during and after office hour will show real commitment to the company. I am looking forward to meeting with you very soon.

Thank you for your time.

Sincerely yours,

Muhammad Aminul Islam