|  |  |
| --- | --- |
| **Mohammad Selim Miah** | **M: 0469214498**  **E: selimcse98@gmail.com**  **A: 1/11 Auchterlonie Crescent**  **Churchill VIC 3842**  [**Australian**](http://www.linkedin.com/in/rashidul17) **permanent resident** |

Experienced information technology and telecommunications professional, able to adapt quickly to new environments, concepts and system. Superior customer relations, problem solving 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**

|  |  |  |
| --- | --- | --- |
| * **Troubleshooting** * **Customer Care** * **System Upgrades** | * **Vendor Management** * **Protocol & Standards** * **Project Management** | * **Web Development** * **Programming** * **Network O&M** |

**TECHNICAL EXPERTISE**

* ***Software;*** C/C++ | Java | Visual Basic
* ***Operating Systems;*** Unix (Redhat Linux, Solaris) | Windows
* ***Protocols;*** TCP/IP | UDP | ARP | DHCP | ICMP |INAP | MAP | SS7 | SIGTRAN | TELNET | SSH | CIP/Diameter
* ***Scripting;*** PHP | AWK | Shell | HTML | Perl
* ***Database;*** MySQL | Oracle
* ***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**

**Grameenphone Ltd.**

***Specialist* March 2011—Present**

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 Grameen Bank of Bangladesh.

**Key Responsibilities:**

* Charging system (Ericsson) and core (Ericsson & Huawei) project management
* Follow up & coordinate the overall issues with cross-funcitonal group
* Customer problem handling services, attention to details
* Stake-holders alignment and update issues regarding projects
* Ericsson CS4.0 and CS5.0, version upgrade projects and ICP loading projects
* Systems Administrations of SUN Solaris 9, 10
* Prioritize faults to meet SLA, reduce MTTR, investigating faults, finding root cause related to system/network problems.
* Interfacing with Marketing & Revenue Assurance teams for IN product configurations.
* Handling and analysing Trouble Tickets and recommend timely actions and solutions to Trouble Tickets when necessary
* Performing second level Preventive Maintenance of network nodes.
* Acceptance testing (UAT) of nodes and services.
* Independently handle version upgrade of live telecom nodes.
* Ability to analyse and provide recommendations to Customer Service Requests and O&M queries of complex nature.
* Internetworking of IN & VAS nodes with HLR, MSC and third party products.
* International Roaming Problem handling, interfacing with Ireg
* Core Network Operations & maintenance, ensuring its functional & business KPIs
* Ensure all types of signalling (C7, SIGTRAN, M3UA Association) among Ericsson & Huawei core nodes & various service (VAS) nodes

***Key Achievements:***

* ***SDP Relocation Project;*** initially all Grameenphone charging system equipments were located only in city. Then management decided to decentralize SDP and other equipment in geographically redundant location. We have relocated all our charging system equipments without vendor support.
* ***ECMS Project;*** Since Grameenphone subscriber base is increasing every month, our management decided to replace MINSAT and deploy ECMS. We have taken the project seriously, aligned all our stake-holders and cross-functional teams and launched ECMS with minimum possible time.

***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***

**EDUCATION**

* ***Higher Secondary School Certificate (HSC),* Notre Dame College**, 1998 (Physics, Chemistry, Mathematics etc.)

**PROFESSIONAL DEVELOPMENT**

* ***Charging System Rating Management***, Ericsson Academy, November 2012
* ***Oracle Database 11g performance Tuning***, Ciscovalley Network Academy, November 2012
* ***IPSTP Operation and Maintenance***, Huawei Technologies, May 2011
* ***MSOFTX Routine Operation & Maintenance (ATCA)***, Huawei Technologies, January 2011
* ***GSM MSOFTX Data Configuration***, Huawei Technologies, 24-Dec-2008 To 04-Jan-2009
* ***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
* ***GPRS/UMTS 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
* ***NOC in-house development course***, Grameenphone Ltd, May 2007
* ***APG40 Operation & Maintenance***, Ericsson Education, Malaysia, August 2006
* ***Understanding new Telecom***, Ericsson, May 2006
* ***Team Building Program***, TEAMSWORK, March 2006

**REFERENCES**

|  |  |
| --- | --- |
| ***Mobasser Ahsan***  Snr Technical Specialist | Optus  M: 0421625009  E: [mobasser.ahsan@optus.com.au](mailto:mobasser.ahsan@optus.com.au) | ***Anisul mazid***  Product Solution Design | Optus  M: 0415593762  E: [anisul.mazid@optus.com.au](mailto:anisul.mazid@optus.com.au) |