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| **Syed Ashiqur Rahman (**VISA Status: **Skilled -Migrant)** | | |
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| **Project Scheduling and Project Administration Specialist** | | |
| * Over 5+ years hands of experience in developing project, program and BAU schedule using MICROSOFT PROJECT 2010/2013 for cross functional team engagement where team size is 250 FTE**.** Managing multiple mid-size projects in parallel over the period. * Monitoring and controlling project progress following industry specific methodology (eg. Accenture Delivery Method , PMP, Prince2), preparing progress report for internal and external stakeholders, risk/issue/defect management using different collaboration tools like DMS,MyTE,MME,MyWIZARD, MSP 2010(online). * Supporting delivery organization from requirement collection phase, designing, development, testing, UAT, Deployment and transition period. Have extensive experience in different SDLC methodology specially in Waterfall and partial in Agile/SCRUM. * Have working experience on Telecom, IT COTS product and custom applications like Mediation, provisioning system, wholesale/prepaid/Postpaid billing & charging system, IVR, CRM, EDW, push-pull services and .NET based applications. * Have experience in developing project management plan, quality management plan, configuration management plan, report preparation for configuration audit, risk/issue/defect/change log preparation, preparing requirement traceability matrix (RTM), requirement and design review doc preparation, supporting to prepare test plan, test cases and test execution status report, preparing metric reports (EVM), project closure reports. * Conduct Configuration management audit, quality assurance audit, helping PMO to improve processes and implementing different tools like RTC, RRC, RQM, MSP | | |
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| **Education / Certifications** | | |
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| Certified Scrum Master (CSM) | 2016 | Scrum Alliance |
| Project Management Professional(PMP) | 2016 | PMI |
| Prince 2 Foundation and Practitionar | 2015 | EXALOS |
| ITIL V3 Foundation | 2014 | QUINT |
| Master’s in Business Administration | 2011 | University of Dhaka |
| B. Sc. in Computer Science | 2003 | AIUB |
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| **Professional Experience** | | |
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| **Accenture:** Accenture PLC is a global professional services company and provides strategy, consulting, digital, technology and operations services. Accenture partner with more than three quarter of the fortune global 500, driving innovation to improve the way the world works and lives. More that 400,000 people are working globally in this organization.  **Project Management (Associate Manager), 2013 to Present**  **Key Achivements:**   * Developed and managed end to end project, program, BAU schedule for one of the largest telecom operator. This is a very challenging role where frequent schedule related changes are expected and has inter dependency on cross functional technical teams as most of the activities have integration scope. Prepared engagement and cost/budget report for 20 service team which consists of 250 FTE. Identifiing resource utilization, analyzing root cause of over utilizaition and share reports to management layer. Overall activity gives a detail understanding of individual engagement level and resource/cost optimization scope. * Manage and deliver convergent billing (CBiO) project where multi vendor engagement along with 10 different technical skill set were involved. Delivered project under tight schedule. This was a strategic project from client side to boost customer base by 15%. Succesfully developed multiple project schedule and master project schedule. Implemented different collabotion tools for project administration, requirement management and quality management. * Coordinate Transition project to implement Accenture tools, techniques, processes within the organization for AD delivery. Active participant to implement ISO20000 and CMMI L3 within the organization which ensure business sustainability of the organization. * Change Management (ITIL) process design, implement, Training and internal auditing for 21 services within the organization.   **Major Responsibilities:**   * Working closely with program and project managers to develop and manage project schedules in details. Preparing WBS, network diagrams, sequencing and resource allocation is major responsibilities. * Develop integrated project schedule where multivendor involved in the delivery chain. * Analysis and maintain Master and child project dependencies. * Analyze critical path, near critical part and critical chain for every project and programs. * Producing weekly project progress report and metric report against project baseline. Based on project communication plan, circulate reports to different stakeholders using different communication media. * Single contact point for client and project team. Sit with client to understand requirements, expectation management, arrange clarification session. * Analyze and prepare cost forecast,budget and share reports with project manager. * Log risk, issue in collaboration tool (IBM rational tools)and monitor progress status. * Coordinate change and release management to ensure proper deployment of application. * Assist project managers to prepare project management plan, quality management plan and configuration management plan. * Facilitate tools, template,processes and training to project delivery team members during project period. * Perform quality assurance audit and share improvement plan. * Keep close monitoring of SLA/KPI for every Projects and programs. | | |
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| **Telenor:** Telenor Group is one of the world’s major mobile operators with 214 million mobile subscriptions. Have mobile operations in 13 markets and in 14 additional markets through ownership in VimpelCom Ltd. More than 36000 employees are woring worldwde.  **IT & Telecom Project Coordinator, 2010 to 2013**  **Achievements:**   * Coordinate and deliver Distribution management system. IT infrastructure setup (DC, Server, Storage, Backup, Oracle Database, Network and Network Security ), application integration and rollout application in 300+ location. Deliver project worth USD 100,000. Around 50+ team members worked in this project in different phase of the project. * Deliverred HRMS system which was developed using PhP and MySQL for 4000 employee based. This application tooks around 9 months to deliver and 10 FTE was involved to complete the project. Process improvement (manual to automated), consolodation of different IT applications, virtualization and resource optimization (both hardware as well human resources ) were the key output of the project.   **Responsibilities:**   * Prepare project schedule for multiple projects. * Identification,loging and tracking project risks, issues and bugs. Prepare metric reports for defect trend, resolution timeline etc. * Work with Project Managers to ensure all project financials are accurate and complete all monthly financial summary spent on project activity; * Create and manage project folders in relevant system. * Assist project managers to prepare project management plan, quality management plan and configuration management plan * Perform periodic audit for project management process (QA audit) and configuration maangement audit. * Ensuring project team to prepare relevent documentation in different phase of project livecycle (e.g.: SRS, SDD, Test Cases (Unit/Functional/Integration), Test Plan, Review logs,RTM etc.) * Sit with client and delivery team to resolve disputes, clarifing requirements and managing scopes following change management process. | | |

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| **Telenor:** Telenor Group is a Norwegian multinational telecommunications company headquartered at Oslo. Telenor has telecom operation in 8 diffiernt countries.  **IT Operation Specialist (Mediation and Interconnect Billing System), 2007 to 2010**  **Achievements:**   * Version upgradation of Mediation systen from IME 4.1 to IME 5.3 which was a very critical task as this application was single source of CDR for the company. Around 10 up stream network nodes (MSC, SMSC, MSS, IVR, SMS platform, Recharge platform etc ) and 4 downstreams like Postpaid Billing, EDW, CRM and Interconnect Billing System. Extensive UAT and ensurring proper transition was my main responslibility. After version upgradation, system was able to process 100 Million CDR/day whare as earlier capability of the application was able to process 60M CDR/day. * Successful handover of Interconnect billing system after the project phase was over.My responsibility was to run the application on regular basis, invoice generation, reconciliation and dispute resoution and application problem resolution. This application was one of the major revenue source (30%) of the organization.   **Responsibilities:**   * Administrating Interconnect Billing System (IBS v 7.1) which is used for Inter operator revenue settlement purpose. * Invoice generation and dispute resolution among multiple stakeholders including regulatory body. * Administrating and operating Mediation System (IME V 5.1) of INTEC which is single source of CDR for Telecom operator. Manage daily 100 million CDR generation every day from source nodes and ensure down streams (Billing, IBS, EDW, Revenue assurance) received those CDR. * Capacity planning of Mediation and IBS system. * Incident, problem, change and release management of Mediation and IBS system * Ensure SLA and KPI for IBS and Mediation system. * System automation through shell scripting. |
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| **Corona Information Technology Limited:** one of the renowend web aplication development company which has more than 30 client.  **Web Application Developer, 2004 to 2007**   * Collect requirements from Client side * Design and develop web applications using PHP,MySQL, HTML, JS and ORACLE * Support UAT with Client and deploy in Production system |
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| **Methodology, Tools and Technology** |
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| **References** |
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