

MD. **ASIF** HASAN RIYAD

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CAREER SUMMARY

- 05 years' experience on Service delivery, Operation and Maintenance at Huawei.
- Worked as an A&S (Application and Software) Engineer at Huawei Technologies (Bangladesh) Ltd from April-2014 to June-2019.
- Worked as an Senior Support Engineer at Link3 Technologies Ltd from January-2011 to April-2014

Skills

Application: Huawei OCS1.2 & CBS5.5 Charging System (OCG, CBPADAPTER, USRDB, CBPAPP, GMDB/CBPMDB, BMPAPP, BMPDB, BILLDB, CDRDB, DCC, GFEP, Invoice)

Hardware: ATAE2.0, ATAE3.0, IBM power 750

Operating System: IBM-AIX 6.1, 7.1, Suse Linux(10 &11), SunOS-11

Networking: IP Sub netting, Routing (OSPF, MPLS VRF), Switching (VLAN), Huawei Router (NE40x3), Switch (s9300, s5300), Firewall (Eudemon1000E)

Database: Oracle 11g (R1/R2)

Storage: OceanStor Storage S2300E, S3900, S6900 & S5500v3

Signal: USAU 8100, USAU 6600

High availability cluster: HACS, VCS

Cloud: Docker container, Jenkins (CI/CD), Puppet

Markup Languages: HTML5, CSS3, Bootstrap, XML

Programming Language: JavaScript, JSON, Python, SQL

Version Control: GitHub

CAREER RECORD

02. Company: Huawei Technologies (Bangladesh) Ltd.

Duration: April 2014 to June-2019

Company Type: Telecommunication Vendor

Post: A&S (Application & Software) Engineer

Location: 59&61 Gulshan South Avenue, Lotus Kamal Tower Two (7th floor), Gulshan-1

Worked as an project Engineer at below projects :

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1. Robi_Axiata ATAE R2+ to R3 Modernization Project.
 2. Robi_Axiata UVC Disaster Recovery Project.
 3. Robi_Axiata OCS1.2 to CBS5.5 Migration project.
 4. Robi_Axiata CBS5.5 Expansion project

Duties and Responsibilities:

1. Perform infrastructure readiness i.e OBI, Install Cabinet, Install devices in the cabinet, check installation and check cable connections, power on devices etc.
2. Configure Router (Huawei NE40Ex3) , LAN switch (Huawei s9300, s5300) and Firewall (Eudemon 1000E) and integrate with customer MPBN network.
3. Install and commissioning OS, Database, Storage , Application.
4. Testing function and feature of CBS Voice, GPRS, SMS , USSD services.
5. Perform SuSE OS , AIX OS & Oracle DB security hardening to pass customer security audit standard.
6. Perform QAT, PAT with customers.
7. Check NE alarm (application alarm, hardware alarm) on NMS system and handle to ensure steady NE operation.
8. Run colelctlogtool , easyms and check NE system health status and service KPI status whether normal or not and rectify if exception happen.
9. Check two node cluster HACS & VCS logs, process status and heartbeat link status to ensure high availability is running normally.
10. Check charging application (OCG, CBPADAPTER, USRDB, CBPAPP, GMDDB/CBPMDB, BMPAPP, BMPDB, BILLDB, CDRDB, DCC, GFEP, Invoice) and rectify issues.
11. Taking logs by using different tools like calltrace, eTrace , tcpdump and analyze logs, Alarms, CDRs and pcap messages with HQ developer to check subscriber service related complain and solve issues.

12. Check connection status between application and other external 3rd parties to ensure normal communication between components.
13. Check Signal device USAU system hardware (Board status, PDF status , port operation status) and M3UA Access (M3UA Link , Linkset, Route etc..) status and TCAP (MEMLNK, SCCPGT) status to ensure signal service run normally.
14. Use tools i.e iCheck, DeepCheck, collect data to perform quarterly preventive maintenance for the Network devices, Application, OS, hardware, Database, USAU Signal system.
15. Handle subscribers service related complain like tariff , charging and function and feature related problem with HQ developer and RND and solve issues.
16. Perform Bill run for postpaid service 05 times in every month and share report with customer.
17. Worked with cross product team like SMSC, CS-Core, PS-Core , Datacom to handle cross domain issues.
18. Check and apply early warning, precaution and rectification regarding application, OS & Database to evade system risks in advance.
19. Respond customer emergency critical CSR and restore service timely and worked closely with HQ RD to prepare root cause analyze report.
20. Handle trouble ticket CSR (Customer Service Request) and ensure all assigned issues related to application, software and hardware are handled timely according to Service Level Agreement (SLA's).
21. Prepare and maintain weekly report regarding WIP issues and keep updated supervisor and team accordingly and escalate issues which is long pending and need management help.
22. Create RFC (request for change) and share maintenance operation procedure (MOP) with customer and perform night operations on system & network to eliminate system fault & risk by considering minimum downtime of service application.
23. Maintains effective professional relationships with customer, internal local & overseas colleagues and performs both independently, and in a group, within a clearly defined accountability framework.

01. Company: Link3 Technologies Limited

Duration: January 2011 to April 2014

Company Type: ISP

Post: Senior Support Engineer

Location: Bulu Ocen Tower 16th Floor 40, Kamal Atturk Avenue, Banani
Dhaka-1213, Bangladesh

Duties and Responsibilities:

1. Administer, design, install, test and maintain LAN/WAN communications networks.
2. Maintaining and upgrading customer existing network infrastructure and recommends improvements where necessary.
3. Plan & implement structure cabling, including copper and fiber, cable management systems, Data Center Cabinets, equipment setup, testing and tuning.
4. Survey and verify that the customer environment meets the requirements prior to installation and deploy systems according to the installation plan to confirm that the setup of the service meets the requirements.
5. Manage and ensure optimal operation of all network and internet equipment including modem, routers, switches, hubs, servers, UPSs, and so on.
6. Monitors network and server performance daily to ensure that all technology systems and networks are accessible, stable, and performing at proper service levels.
7. Handle customer Trouble ticket which includes problem identification, escalation and resolution of system network issues; keep customer updated during the problem resolution process also perform service verification and customer satisfaction surveys relating to the situation.

ACHIEVEMENT

- Got **Second prize** as the **Quarterly star of Bangladesh Network safety star** in 2018 Q3 in Huawei.
- Received **Gold Medal** as **Best Network Safety Engineer** in 2016 in Huawei.

PROFESSIONAL CERTIFICATION

CCNA (Cisco Certified Network Associate Routing & Switching) on May4, 2013

Certificate Verification No: 413984737695ERBK



RHCSA (Red Hat Certified System Administrator) on September 28, 2014

Certificate Number: 140-189-697



RHCE (Red Hat Certified Engineer) on September 28, 2014

Certificate Number: 140-189-697



ACADEMIC QUALIFICATION

Master's Degree in Applied Computer and Information Technology (August 2019 to July 2020) .

Oslomet University, Norway

B.SC in Electronics & Telecommunication Engineering, 2011

Daffodil International University, Dhaka, Bangladesh

Higher Secondary Certificate (H.S.C.), 2005

KBI College, Mymensingh, Bangladesh

Secondary School Certificate (S.S.C.), 2003

KBI School, Mymensingh, Bangladesh

REFERENCE

Mohmd Saiful Alam Mazumder
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PERSONAL INFORMATION

Date of Birth	01 April, 1988
Marital Status	Married
Address	House#327, Block#Dha, Pallabi, Mirpur, Dhaka

Date of Availability

Available to join.