

# CURRICULUM VITAE

## PERSONAL DETAILS

NAME	:	ANNOS MUKUPA
SURNAME	:	JAULANI
SEX	:	MALE
NRC	:	962402/11/1
NATIONALITY	:	ZAMBIAN
DATE OF BIRTH	:	29TH AUGUST 1987
LANGUAGE	:	ENGLISH, NYANJA, BEMBA

## CONTACT DETAILS

POSTAL ADDRESS	:	P.O BOX 350012 CHILANGA, ZAMBIA
PHYSICAL ADDRESS	:	SUB DIV C 1870 CHILANGA KAFUE RD
CELL	:	+260950004286
EMAIL	:	<a href="mailto:jaulaniannos@gmail.com">jaulaniannos@gmail.com</a> <a href="mailto:annos.jaulani@zamtel.co.zm">annos.jaulani@zamtel.co.zm</a>

## OBJECTIVE

Seeking a position to utilize my skills and abilities in Information Technology, Telecommunication Industry that offers professional growth while being resourceful, innovative and flexible.

## PROFILE

Experienced software, hardware and network expert with excellent information technology and telecommunication skills. I have experience in software development and implementation, network deployment and implementation, hardware installations and web development. My demonstrable skills include the following;

### SOFTWARE DEVELOPMENT, IMPLEMENTATION & INSTALLATION

- Installing and configuring of software, both application and system software on client/server or standalone computer systems.
- Software Development with the use of C/C++
- Conversant with running scripts on Oracle database
- Installing and configuring of hardware components and other peripheral devices on client/server or standalone computer systems.
- Troubleshooting of software errors and maintenance on client/server or standalone computer systems.
- Conversant with Windows Application Platforms – Microsoft Office Suite, Autocad, Ms Projects, Ms Visio and Open Office Suite.

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### NETWORK & HARDWARE DEPLOYMENT, IMPLEMENTATION & MANAGEMENT

- Mounting of network and server racks and cabinets
- Conversant with IP Packet switching and Circuit Switching (SS7 Signaling) Technology
- Conversant with TCP/IP technology
- Conversant with ZTE ZXJ10 and New Generations Networks for PSTN Networks (Landlines/ISDN/Leased lines)
- PBX Setup and configuration
- Conversant MPLS Networks
- Configuration and troubleshooting of Cisco Routers and Switches
- Familiar with RIP1&2 EIGRP, & BGP Protocols
- Conversant with SS7 signaling and Sigtran
- Conversant with VOIP(SIP) and VOLTE technology
- Conversant with Radio & IP transmission

- Network cabling: Fiber cable splicing and troubleshooting, UTP/STP cable termination and troubleshooting and E1s cable termination and troubleshooting.
- Installing and configuring of network devices; access points and point to point radios,
- Network administration, implementation and planning for LAN and WAN networks both on wired and wireless
- Network troubleshooting, and maintenance.
- Linux client/server operating system deployment and Management– Unix, Red Hat, Ubuntu, CentOS, Fedora
- Microsoft client/server operating system deployment and Deployment Windows server 2003/2008
- Conversant with Thin Client Technology
- Conversant with Windows standalone OS deployment – Windows 10/8/7 /VISTA XP/2000, NT /3.1
- Hardware troubleshooting, and maintenance of client/server or standalone computer systems.
- Conversant with DNS Server management and service monitoring
- Conversant with Mail Exchange/FTP/Print Server management and service Monitoring

### **WEB DEVELOPMENT& MANAGEMENT**

- Web development and web application - XHTML/HTML / CSS
- Conversant with Web application tools - Dreamweaver, Front Page, CoffeeCup, Artisteer
- Conversant with Content Management Systems - CMS (Joomla, Drupal, Wordpress)
- Conversant with web hosting and CPanel management both on windows and linux OS
- Conversant with Domain & Subdomain Management
- Conversant with publishing and graphical application – Adobe Photoshop, Adobe After Effects and Coral Draw

### **ZTE / HUAWEI EQUIPMENT ENVIRONMENT**

- Knowledgeable in GSM Mobile Network Technology and Architecture - ZTE /HUAWEI equipment environment.
- Conversant with SS7 signalling and Sigtran Technology
- Conversant with PSTN Network Technology and Architecture - ZTE /HUAWEI equipment environment.
- Conversant with the Intelligent Networks (IN) Technology - ZTE equipment environment.
- Vast experience in Value Added Service Platforms - ZTE /HUAWEI environment Platforms (USSD Management, Bulk sms Management, Etopup, Bulk Number provisioning and short code configurations)
- Vast experience Intelligent Network Platforms - ZTE /HUAWEI environment Platforms (Online Billing System)
- Conversant with DWDM and PTN transport networks ZTE /HUAWEI equipment environment.
- Conversant with Circuit Switching /Packet Switching GSM Core Network Equipment - ZTE /HUAWEI equipment environment (MSCs, GGSNs, SGSN, MGWs, SMSCs, HLR, VLR, BSCs and BTSs, NodeB, MME, SGW, PGW )
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### **CLOUD COMPUTING & STORAGE MANAGEMENT**

- Knowledgeable in IMS cloud computing technology Huawei E9000 converged blade infrastructure equipment environment
- Conversant with Virtualizing process functions and network elements with the use of FusionSphere Manager - Huawei
- Knowledgeable in IMS hardware and operating system architecture
- IMS Storage management with the use of FusionStorage Manager - Huawei
- Knowledgeable in IMS cloud OS (Open Stack) management for software and hardware implementation
- Storage management with OceanStor operating system V3 and V5 - Huawei

## EDUCATION BACKGROUND

2003 – 2005                      Parklands High School                      Grade Twelve Certificate

## PROFESSIONAL QUALIFICATION

YEAR	UNIVERSITY/ COLLEGE	QUALIFICATION
2007 - 2009	Zambia Centre for Accountancy Studies	International Diploma in Information Technology (IDCS-NCC) UK
2011	University of Zambia	Certification: Fiber Technician Zambia
2012	ZTE University (China)	Online Charging System (OCS) Specialist Certification
2013	CCNA Level 1	Network Fundamentals Certificate
2017	UTL Technologies (India)	Cisco Enterprise Certificate
2018	Huawei University	Convergence Core Network Solution - MSC/HSS/MME/LTE

## PROFESSIONAL AFFILIATION

- Member of the National Computing Center (NCC) UK

## WORK EXPERIENCE

2012 - Currently **ZamtelTelecommunications LTD**- Network Operations Technician | Network Operation Center

### Responsibility Include

- Monitor and configure core networks service nodes such as servers, switches and routers
- Monitor and Management of GRZ (GWAN Network) of all Ministries (Finance, Health, Home Affairs, Cabinet, Foreign Affairs, KK Airport )
- Traffic and link status monitoring, remote troubleshooting and fault resolution of Zamtel's radio access network. This includes radio repeaters, base transverse stations, radio antennas, Base station controllers
- Traffic and link status monitoring, remote troubleshooting and fault resolution of Zamtel's fiber network backbone. This includes fiber termination points, interconnections between systems, exchange switches
- Traffic and link status monitoring, remote troubleshooting and fault resolution of Zamtel's MPLS System, Internet and Data Service. This includes Provider End nodes such as switches and routers, Customer End switches, routers, modems and ATMs for banks
- Traffic and link status monitoring, remote troubleshooting and fault reporting of Zamtel's PSTN Network. This includes PSTN exchange switches, MSANs
- Traffic and link status monitoring, remote troubleshooting and fault reporting of Zamtel's Internet. This includes PSTN exchange switches, MSANs
- Monitor link status interconnection between systems. e.g Mobile Network System, MPLS Network System, NGN Network System, IT Network System and PSTN Network System

- Monitor Power Status, Power outage alarms on systems and fault reporting. e.g core networks equipment rooms, exchange equipment rooms, repeater stations, ATMs for Banks, base transverse stations
- Monitor equipment premise with Video Surveillance System (VSS) footage, escalate security breach alarms and generate motion detection reports,
- Monitor Access Control Systems, escalate security breach alarms, and generate a daily access log for personnel granted access.
- Monitor environment status and escalate environment alarms. e.g high temperatures, water leakages or presence in equipment rooms
- Monitor VAS services, troubleshoot point of failure and escalate service outages to second line maintenance.
- Generate traffic status, performance and utilization report reports on all system nodes monitored.
- Generate Power Status Report reports on all systems monitored. e.g voltage levels on main power source, voltage levels on power backup sources (Fuel levels)
- Offer technical support to field specialists when resolving faults.
- Work in hand with external service providers in resolving critical fault outages. e.g Namibia Telecoms, Zesco, Liquid , Airtel, Wifi, MTN, Cgrate

2010 – 2012      **Zamtel Telecommunications LTD-** Core Networks Technician | Mobile Switching Center

#### Responsibility Include

- To carry out Core Network maintenance on PS ,CS and VAS equipment | e.g ZTE - MSCs, GGSNs, MGWs, SMSCs, HLR, VLR, BSCs, OCS, CRBT, MCA,VMS,IEXS,VC,NGCC
- Collect and analyze core network performance statistics and makes basic assessments on the performance of the network elements and makes recommendations based on the results of the analysis and assessments
- Actively participate in the technical and commercial evaluation of core network element purchases and network integrations to ensure that they meet technical specification, operational and business requirements.
- Act as a technical POC for core network equipment vendors and maintenance partners
- Offer support on GSM VAS configurations These include Bulk SMS, Bulk Number Provisioning and configurations, Short code configuration and management
- GSM number
- Work with vendors and maintenance partners on all network implementation and installations on the Core Network and related network elements
- Carry out acceptance service acceptance testing on newly installed and configured network elements and services.
- Make all necessary preparations and configurations to integrate new network elements with the core network | Configuration of Cisco or Juniper routers, switches and firewalls; Network Cabling(E1s, UTP/STP, Fiber): Rack Mounting and Mounting of Network elements; servers, routers, switches, Disk arrays, card slot cabinets
- Troubleshoot and resolve core network faults and related infrastructures with the section.
- Troubleshoot transmission link failures to ensure that network outage is minimized
- Prepare statistical reports on MSC, HLR , VLR , SMSC and VAS platforms
- Offer configuration support on Value Added Services (VAS) 3G Data/ Video Calling configurations, Video Streaming, VMS, MCA, CRBT, ROAMING
- Offer support on IN Platform Oder's. Batch Mobile Number Assigning , Batch Voucher Card Creation and issuing, IEXS Terminal Management ,short code configurations both on sms and voice
- Service tracing and troubleshooting e.g Call tracing, VAS services

## HOBBIES

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- Swimming
- Socializing and meeting new people
- Playing soccer
- Playing basketball

## PROJECTS PATICIPATED

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### **Zamtel Telecommunications LTD**

- 2011 Implementation and installation of NGCC System (New Generation Call Center) for Zamtel customer care helpline
- 2012 Implementation, training (ZTE University - China) and service acceptance testing for the new Zamtel Converged Billing System. Online Charging System (OCS – ZTE Platform)
- 2012 Integration of Cgrate servers and mobile services on Zamtel mobile networks
- 2012 Expansion of Links between Airtel and Zamtel Mobile services.
- 2013 Implementation of new Links for the new Caller Ringing Back Tune System and service acceptance testing.
- 2013 Implementation, service acceptance testing and user backend configurations of Video Surveillance System, Multimedia Video Streaming, Video Call System.
- 2018 Participating in Implementation and installation of the IMS cloud platform, New Huawei IP transport and backbone (DWDM and IP radios) and trouble ticketing system

## REFEREES

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### **Zamtel Telecommunications LTD**

#### **Mr. Mundia Muyoba**

Manager Mobile Network Operations  
Mundia.Muyoba@zamtel.co.zm  
+260 950004077

### **Power Life Embassy Church**

#### **Pastor Elvis Muzanga**

+260950004300  
Lusaka

### **Zamtel Telecommunications LTD**

#### **Miss. Mutema, Caroline**

PS Core Engineer

#### **Zamtel**

Caroline.Mutema@zamtel.co.zm  
+260950004085  
Lusaka.

### **Zamtel Telecommunications LTD**

#### **Gregory Lungu**

Compensation & Benefit Human Resource Manager/ Currently Acting Chief Human Resource  
Gregory.Lungu@zamtel.co.zm  
+260950004645  
Lusaka.