Zafrul Umar

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Profile Summary

Dedicated IT Professional with 20 Years of experience in Telecommunication, Manufacturing and Finance industries. Proven expertise in multiple roles such as **Technical Product Manager, Technical Software Quality Expert, Product System and Software Architect, Technical Specialist and Developer.**

Skill and Experiences

1. **Product development** and feature driving capability. End-to- end experience to drive and deliver features.
2. Demonstrated skill in **gathering requirements** and converting to feature document.
3. Good understanding of **Software Standard Practices and Nokia Create process**.
4. Thorough understanding of **DevOps, Continuous integration along with Agile, SAFe and LeSS** methodologies.
5. Team oriented and good coordination skills with multi-cultural experience
6. Verified knowledge of Virtualization and Cloud (OpenStack, Docker, VMWare etc.)
7. Expertise in Serviceability**, Operability, Platform development, application commissioning and deployment**.
8. Efficient in various tools like **JIRA, DOORS, Focal Point, Sharenet and UML** tools
9. Good hands-on experience on various programming languages and scripting like **C/C++, Python, Perl, Selenium Library and Shell Scripting**.
10. Thorough knowledge of **Linux and Solaris** Operating system.
11. Worked on **Test and Automation framework** like Robot Test Framework along with **Selenium**.
12. Good hands-on experience on **ClearCase, SVN, git and GERRIT**

Additional Technical Skills

1. Practical expertise on Internet of things (IoT) technology. Worked on various prototype like Smart Home, Smart Key etc.
2. Hands-on experience on variety of Microcontrollers like Arduino, Raspberry PI, Orange PI, Onion Omega and STM etc.
3. Knowledge of Machine learning and Deep Learning.

Work Experience

01 |09/2010 to Current | Nokia Solutions and Network formerly known as Nokia and Siemens Network and Motorola India Pvt. Ltd.

a. Software Improvement Quality Expert   **Bangalore (India)**
Global Software Practices. COO Quality
- Responsible to review projects and consult with them, train and coach product organizations on adaptive processes and quality-focused practices that help to establish Nokia as a best-in-class provider of cutting-edge, high-quality, reliable products
- Consultation and guidance to product to left-shift issue related to Release delivery etc.   .

b. Product Manager   **Bangalore (India)**
IVS Unified Core
- End to end features delivery related to **Serviceability, Operability, Software Asset Protection and Open Interface** for Bare Metal and Cloud Environment. Delivered close to 20+ features on time.
- Responsible for writing business requirements, building feature team and getting everybody in agreement with requirements and tracing cautiously.
- Close coordination with Release Product Management and Feature team to meet in time delivery as per **Nokia Create Process.**
- Responsible for Nokia HSS upgrade and migration Road map from Release 17 to Release 17.5 including strategy to migrate **Bare metal environment to Cloud**.

c. Software Architect and Product System Architect   **Bangalore (India)**
Flexi System
- Requirement gathering and SRS preparation for new features and improvement for Telco SS7 Subsystem and Flexi Platform sub system.
- Mentored development team to produce quality deliverables.
- Ensured no customer critical issues by proper review of deliverables and focus on table review and good quality test cases.
- Code complexity reduction using McCabe code complexity technique. Supporting team to refactor the code. In very short time reduced code complexity by 30 % of initial complexity.

d. Software Architect   **Bangalore (India)**
LteManager, KDDI Japan
- Requirements gathering, Creating and Designing System Architecture.
- Design system to scale LteManager from 1K eNodeB to 5K eNodeB support.
- Integrated LteManager to Motorola High Availability (HAP) framework to achieve five nines reliability.
- Designed system to support Software Rolling Upgrade (SRU) and Quick Upgrade.

05 |02/2010 to 08/2010 | IBM India Pvt. Ltd. Bangalore

a. Advisory Technical Services professional   **Bangalore (India)**
Client Ally Financial (US)
- Lead a team to build framework for auto upgrade and auto patch servers remotely.
- Responsible for managing highest severity escalations from client.

06 |11/2004 to 02/2010 | Wipro Technologies

   a. **Software Architect**   **Chicago (US)**
      MotoManager, KDDI Japan

- Built framework to change the way of LteManager installation from manual to fully automated.
- Customized Solaris OS to use Motorola Generic Application server to install applications in Zone and containers.
- Developed tool to manage LteManager applications like auto healing setup using SMF and other monitoring tools.

   b. **Software Architect**   **Bangalore (India)**
      Client Credit Suisse

- Solely responsible for design DB archival system to maintain obsolete products data in separate database and developed interface to manage database splitting of obsolete and active data from production system.
- Single handled whole project.

   c. **Senior Developer**   **Maidenhead (UK)**
      Nortel HSS

- Built **Versatile Service Engine** built on top of Nortel Career Grade Linux for Nortel HSS application deployment.
- Virtualized Nortel HSS platform system by simulating ATCA 16 blades nodes on VMWare to reduce actual H/W need for developer and tester.
- Major contribution in to design Nortel HSS Geo Redundancy model.

   d. **Technical Specialist**   **Hyderabad (India)**
      Over the Air System (Smarttruest, Stockholm)

- Supported entire south region of India for deployment and commissioning of OTA system in customer environment with various telecom elements like SMSC, MSC, IN, SS7 etc.
- Developed various tool to manage OTA System. Provisioned south subscriber with OTA to enable service for them.

10 |10/1999 to 11/2004 | Fujitsu ICIM, New Delhi.

   a. **Software Developer**   **Bhopal (India)**
      BHEL, Bhopal

- Migrated SVR 39 COBOL based system to Oracle Debase.
- Developed Groupware Engineering Specification (GES), Time and Process Management (TPM) Module and Onload tap Changer (OLTP) module.

11 |01/1999 to 09/1999 | Business Information Processing Services.

   a. **Software Developer**   **Meerut (India)**
      TRA and Commercial Management system. DOT

- Designed and developed Telephone revenue accounting system to handle Bill generation, collection, scroll report, Sub ledger processing exchange wise and sending report to circle.
- Designed and developed Commercial System to process new telephone connection, generation of waiting list and clearing the list. System has also interfaced with billing system to manage revenue collection.

Education

01   **|1997 | Master of Computer Application | First Division**
|Madan Mohan Malviya Engineering College, Gorakhpur

02   **|1994 | MSc (Math) First year only**
|Aligarh Muslim University. Aligarh

03   **|1992 | Bachelor of Science (PCM)| First Division**
|St. Andrew's College. Gorakhpur

Achievements and Awards

01 | Received Bravo award from Motorola for MotoManager Platform Development.
02 | Received Galaxy award from Wipro Infotech on making live Over the Air system for BSNL South.
03 | Received appreciation letter from BSNL south on successful implementation of OTA and provision all subscriber.
04 | Received Feather in Cap award from Wipro technologies for developing framework to integrate MotoManager applications with Generic Application Server.
05 | Received Thanks a Zillion award from NBI team Wipro Technologies for integration of 3GPP NBI application with Generic Application Server.
06 | Received appreciation certificate from Telco SS7 for achieving Zero Pronto.

Volunteer Activities

Under **Nokia University Collaboration** program enrolled in lecture series in Engineering Colleges on **Internet of Things (IoT)** and support to build **prototypes**

References

Kirova, Vassilka (Nokia - US/Murray Hill)
Gupta, Nilanjon (Nokia - IN/Bangalore)

Zafrul Umar
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