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Zafrul Umar

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Profile Summary

I am a dedicated IT Professional with 20 Years of experience in Telecommunication, Manufacturing and Finance domain and searching for an opportunity as per my expertise and knowledge. I worked as Technical Product Manager, Technical Software Quality Expert, Product System and Software Architect, Technical Specialist and Developer.

Skill and Experiences

1. Experience in Product development and feature driving capability. End-to-end experience to drive and deliver features.
2. Good knowledge of Software Standard Practices and Create process.
3. Good knowledge of DevOps, Continuous integration and Continuous Delivery
4. Good knowledge of Agile and Scrum methodology
5. Good knowledge of Virtualization and Cloud Technologies.
6. Excellent skill in gathering requirements and converting to feature document.
7. Excellent knowledge of Serviceability, Operability, Platform development, application commissioning and deployment.
8. Team oriented and good coordination skill.
9. Tool Efficiency
   1. JIRA, DOORS, Focal Point, Sharenet. 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   2. UML 0\_\_\_\_\_\_\_\_\_\_7\_\_\_\_\_\_\_10
10. Operating systems efficiency
    1. Linux. Worked on various flavors of Linux like 0\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_9\_\_10

NCGL, WindRiver, Red hat, Ubuntu etc.

* 1. Solaris , Intel and SPARC 0\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_9\_\_10

1. Development Languages and scripting efficiency
   1. C/C++ , Python, Perl, Selenium Library 0\_\_\_\_\_\_\_\_\_\_\_7\_\_\_\_\_\_10
   2. Shell Scripting 0\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_9\_\_10
2. Test and Automation tool
   1. Robot test framework with Selenium 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10

Work Experience

**01 |07/2017 to Current | Quality Improvement Expert in GSP| COO Quality**

01 | Nokia Solutions and Network, Bangalore (India)

GSP (Global Software Practices) team 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.

My role is to adhere with what is mentioned above and to ensure the best software practice should be in place by discussing with other technical team and review the practices for any gap. Worked on various Software Practices categories like Requirement Management, Architecture and development, CI/CD, Release management etc.

Also focus on DevOps (CI/CD) and Agile methodologies and work on left-shift of release management by aligning the Create Process with GSP to avoid any delay in release.

02 |08/2015 to 07/2017 | Technical Product Manager | MN Core | IVS Unified Core

01 | Nokia Solutions and Network, Bangalore (India)

During this tenure, worked as Technical Product Manager for IMS (CFX-5000), VoLTE and SDM (One-NDS, One-MNO, One-EIR, CMS-8200 HSS and NT HLR) products, responsible to drive the common features and improvement across IVS products.

Worked on various improvement specially from Serviceability time reduction point of view.

Handle Serviceability (Install and upgrade) for IVS products for Bare Metal and Cloud Environment. Ownership to prepare Upgrade and Migration roadmap for CMS-8200 HSS and NT HLR from R17 to R17.5

Handled Operability features related to alarm, fast-pas and security, Open Interface etc.

Single handled Software Asset Protection feature for all IVS product to save Nokia Revenue by introducing Physical License key. Very close coordination with other Product Managers (TPM, BPM), Commercial Managements team OSS team for NetAct and central Licensing Server.

Worked as DFS Manager also to coordinate with CT, GS, NPO, Care team to introduce feature from cost reduction point of view. Shown significant cost savings for IMS and SDM products.

03 |04/2013 to 08/2015 | Software Architect | Flexi Platform

01 | Nokia and Siemens Network, Bangalore (India)

Worked for Telco SS7 and Flexi Platform. Flexi Platform provides a base platform for the deployment of applications like **Telco (SS7 stack), Middleware, H/W apps** etc.

My role is to interact with Product System Architect and understand the new features. Keeping eye on pronto in-flow specially customer and critical issues. Ensuring that development team deliver good quality of code.

Additionally, responsible for code complexity reduction by keeping eye on complexity report generated by Jenkin. Supporting team to re-factor the code to reduce complexity.

**04 |09/2010 to 05/2013 | Product System Architect (PSA) | LteManager**

01 | Motorola India Pvt. Ltd. Bangalore, Hyderabad (India)

01 | Nokia and Siemens Network. Bangalore, Hyderabad (India)

0**1 | Client: KDDI, Japan**

**LteManager** provides platform and framework to manage FCAPS services.

My role is to work on requirements and create Architecture of the System. Major contribution in scaling up system to from 1K to 5K eNodeB. Building a Highly Available System using HAP an existing Motorola framework.

Also added support for Software Rolling and Quick upgrade.

**05 |02/2010 to 08/2010 | Advisory Technical Services professional**

**01 | IBM India Pvt. Ltd. Bangalore (India)**

**01 | Client: Ally Financial, United States**

Ally Financial is a bank holding company having deployments of around 3000 servers.

As an Unix expert my responsibilities includes –

1. Lead a team to build framework for auto upgrade and auto patch servers remotely.
2. Handled highest severity escalation from client.

**06 |07/2008 to 02/2010 | Software Architect | MotoManager**

**01 | Motorola, Schaumburg, USA**

**01 | Client: KDDI, Japan**

**MotoManager** provides framework to manage FCAPS services for eNodeB.

My role was to reduce the manual steps involve in Serviceability and Operability and automate the whole installation and commissioning.

Customized Solaris OS to achieve this and used existing Motorola Generic Application Server. Deployed applications under Zones/Container. Build Solaris flash Archive to speed up whole installation. Developed various utility to monitor and self-healing, managing application centrally etc.

**07 |05/2008 to 06/2008 | Software Architect | Bangalore/India**

**01 | Wipro Technologies. Bangalore (India)**

**01 | Client: Credit Suisse**

Credit Suisse is  [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) financial services [holding company](https://en.wikipedia.org/wiki/Holding_company) has a lot of financial products related to load, insurance and banking account etc. As an Architect, I single handled this project.

1. Design DB archival system to maintain obsolete products data
2. Wrote complete interface to split active and obsolete products data from production system and move obsolete data to archived system.
3. Interface provides capability to view archived data group wise, query obsolete product information, based on need merge obsolete data to production system again and housekeeping of obsolete data.

**08 |07/2006 to 04/2008 | Senior Developer | Nortel HSS Platform**

**01 |Nortel Network, Maidenhead. UK from Wipro Technologies.**

Nortel HSS Platform provides base OS Platform to deploy and commission Nortel HSS.

Base OS is built on NCGL (Nortel Career Grade Linux) called NCGL VSE (Versatile Service Engine)

As Software Developer my major contribution was in development of NCGL VSE for Installation and Commissioning (I&C) Platform, I&C tool to perform operation also developed framework to automate the I&C to minimize user intervention.

Another major contribution was to simulate 16 blade ATCA on VMWare to reduce actual H/W need for developer and tester.

**09 |11/2004 to 07/2006 | Technical specialist | OTA for BSNL**

**01 | Wipro Infotech. Hyderabad (India)**

**01 | Client: Bharat Sanchar Nigam Ltd. (BSNL), India south region.**

Over the Air (OTA) Delivery Platform System originally designed by Smarttrust, Stockholm for managing handset to handle services over the air without interacting subscriber. This provides an easy way for updating, fixing, adding and removing new services on handset remotely. As Technical Specialist handle the entire south region of India for Deployment of and commissioning of OTA system in customer environment. Integration of OTA system with various telecom elements like SMSC, MSC, IN, SS7 etc. Developed various tool to manage OTA System.

**10 |10/1999 to 11/2004 | Software Developer**

**01 | Fujitsu ICIM, New Delhi.**

**01 | Client: Bharat Heavy Electrical Ltd. Bhopal (India)**

BHEL (Bharat Heavy Electrical Ltd), a top Indian Public sector unit involve in manufacturing of heavy electrical equipment for electric train engine, turbine etc.

As Software Developer, for Switchgear Control gear and Rectified (SCR) division I was involved in migrate SVR 39 COBOL based system to Oracle Debase, Development of Groupware Engineering Specification (GES), Time and Process Management (TPM) Module and Onload tap Changer (OLTP) module. Posted at client side to handle whole task.

**11 |01/1999 to 09/1999 | Software Developer**

**01 | Business Information Processing Services. Meerut (India)**

**01 | Client: Department of Telecommunication. UP Western Circle. India**

Department of telecommunication (DOT) is an Indian Government telecom organization.

My contribution as developer to design, code and test the following applications –

**TRA (Telephone revenue accounting system) application** is developed to handle Bill generation, collection, scroll report, Sub ledger processing exchange wise and sending report to circle.

**Commercial System Application** is designed to process new telephone connection. Generation of waiting list and clearing the list. This also has 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

Received various award and recognition like Bravo award from Motorola,

Galaxy, Feather in Cap, Thanks a Zillion award from Wipro. Received appreciation letter from BSNL south on successful implementation of OTA and provision all subscriber also received appreciation certificate from Telco SS7 for achieving Zero Pronto.

Volunteer

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

Additional Technical Skill

Good knowledge of Internet of things (IoT) and related H/W like Arduino, Raspberry PI, Orange PI, Onion Omega and respective sensor and controller. Developed various prototype on Home Automation, Robotics etc.

Other Personal Information

Alternate Email : [zafrul.umar@gmail.com](mailto:zafrul.umar@gmail.com)

**Date of birth :** 15th July 1972

**Passport No. :** F4444141

Marital status : Married

References

Kirova, Vassilka (Nokia - US/Murray Hill)

Gupta, Nilanjon (Nokia - IN/Bangalore)

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