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Zafrul Umar

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Profile Summary

I am IT Professional with 20 Years of experience in Telecommunication, Manufacturing and Finance. I am 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. Excellent skill in gathering requirements and converting to feature document.
3. Good knowledge of Software Standard Practices and Create process. Good understanding on Nokia milestones.
4. Good knowledge of Virtualization and Cloud.
5. Excellent knowledge of Serviceability, Operability, Platform development, application commissioning and deployment.
6. Good knowledge of DevOps, Continuous integration and Continuous Delivery
7. Good knowledge of Agile methodology
8. Team oriented and good coordination skill.
9. Tool Efficiency
   1. JIRA, used for REQ, CR feature Management. 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   2. CQCM, used for REQ, CR and SR Management 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   3. Focal Point, used for REQ Management 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   4. Sharenet, used for document management 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   5. 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++ 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   2. Python 0\_\_\_\_\_\_\_\_\_\_\_\_\_8\_\_\_\_10
   3. Perl 0\_\_\_\_\_\_\_\_\_6\_\_\_\_\_\_\_\_10
   4. Shell Scripting 0\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_9\_\_10
   5. Selenium Library 0\_\_\_\_\_\_\_\_\_\_\_\_\_\_7\_\_\_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 | COO Quality**

01 | Nokia Solutions and Network, Bangalore (India)

GSP 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.

1. I contributed to -

Formulate, review Global Software Practices (GSP) for various categories.

1. KNOWLEDGE & COLLABORATION MANAGEMENT
2. REQUIREMENTS MANAGEMENT,
3. TEST MANAGEMENT,
4. ARCHITECTURE & DESIGN FOR CLOUD AND DEVOPS
5. CODE MANAGEMENT
6. BUILD PIPELINE FOR CONTINUOUS DELIVERY
7. RELEASE MANAGEMENT
8. Focus on Continuous Integration and Continuous Delivery
9. Defining relationship between GSP with Create Process.
10. Interaction with Nokia product line to provide guidance and awareness of GSP
11. Left shift of release management for in time delivery of release.

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

01 | Nokia Solutions and Network, Bangalore (India)

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 for Serviceability (Install and Upgrade) and Operability. Responsible to handle Cloud and Bare metal both environment.

Close coordination with OSS Team (for NetAct, CLS and ClicS).

1. Single handled Software Asset Monitoring and Protection feature for all IVS products to protect Nokia revenue by incorporating physical License rather than paper based license. Key challenges for this feature are-
   1. Planning complete strategy from technical and business point of view from requirements to feature documents.
   2. Very close coordination with Technical product managers, Architects, Business Product Managers, Commercial Managers and delivery team etc.
   3. Very close coordination with OSS team for NetAct, Central Licensing Server (CLS) and Central Licensing System (ClicS)
   4. Ensuring smooth functionality of product at customer site while Software Asset Protection is in place.
2. Responsible to prepared Upgrade and Migration roadmap and strategy from one release to another release keeping various customers in mind.
3. Responsible to deliver Upgrade and migration feature for CMS-8200 HSS and NT HLR from Release 17 to Release 17.5 for Bare Metal and Cloud environment.
4. Responsible to prepare strategy for Common Install Server for IMS (CFX-5000) and Nokia HSS Products.
5. Worked on Open Interface feature to support of NE communication with any third party EMS over NetConf/YANG and REST/JSON
6. Introduced various feature to reduce upgrade and migration time from “Best in Class Design (BiCD)” point of view. Also defined KPIs and measurement criteria under BiCD 2.0 for
7. 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.
8. Under Operability handled various feature related to Alarms, Security and fast-pass.
9. Did various presentation to customer on Serviceability showing Improvement done in product release by release and future improvements which are planned in coming releases.

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

01 | Nokia and Siemens Network, Bangalore (India)

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

1. Worked as an Architect in Flexi to handle Telco SS7 Stack and Base Platform for other subsystems. New feature implementation, coordination with Product System Architect (PSA) and bridge the GAP between PSA and Development team.
2. Providing support to Development team for customer escalation and critical Pronto.

As Software Architect I was actively involved in following to handle-

1. Configuration Managements (CM) (Activator and Validator)
2. System Snapshot Management
3. System Backup and Restore of Flexi Platform
4. Backup and Restore of system using USB.
5. Network Resiliency CLI interface
6. Writing requirements and feature documents. Mentoring team to deploy the feature. Providing technical help and unblock team.
7. Ensuring Code complexity (McCabe) should not be high for new code also continuous guidance to team to re-factor the existing code to reduce code complexity.
8. Preparing UML diagram for better understanding of features.
9. Conducted various training for team.

**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.

Existing LteManager platform supports fewer eNodeB around 1K but customer demand is to support more eNodeB. Also, LteManager platform has single point of failure which is critical for production system.

As PSA, my responsibilities include -

1. Gather and Translate Customer Requirements into technical requirements and also

interaction with all stakeholders to aligned with requirements.

1. Writing Requirement and Design Document for Development team. This include adding

requirements in CQCM database for tracking purpose.

1. Providing Technical support to Development team to implement the features.

Lead a team to –

1. Design and implement Highly Available (HA) System to achieve 5 nines using High Availability Proxy Server (HAP), a Motorola existing application to achieve High Availability. Defining all parameters to interface LteManager Applications with HAP.
2. Providing training on HAP to development team.
3. Designed scalable system from 1 K eNodeB support to 3K and 5K eNodeB. Made necessary disk layout changes, Network expansion and performance related aspects.
4. Design and implemented 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 the servers remotely.
2. Handle 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. Existing deployment of MotoManager was quite manual where user has to extract various RPMs and do a manual configuration.

Under this tole, I accomplished following points.

1. Integrated MotoManager applications with Generic application server (GAS) which is an existing Motorola framework built on top of Solaris 10 OS. Use Solaris Virtualization Zone/Container feature to automatically deploy MotoManager application (Web NMS, Nar, Voyence, CM driver, MotoProxy, Gateway Mediation, ServiceMix, 3GPP NBI, SDL, PKI, oracle 11g.
2. Developed interface to customize Solaris installation and to deploy/integrate applications automatically inside Zone. All installations are done straight forward with minimal user interaction including OS in a different different zone
3. Developed support for upgrade and migration from. Use Solaris Flash Archive functionality to upgrade and commission whole system with minimum user intervention which include Generic Application Server and OS as well.
4. Design and developed tool EMS Self-Management to manage all application running in global and local zone. Introduced tool ‘manageLteApps’ to accomplish the tasks. Tool internally uses Solaris SMF (Service Management facility) to start/stop application and manageLteApps is configured to manage dependencies of all EMS application which control start/stop of application automatically if any application/process is killed or stop because of any fault.
5. Design and developed tool EMS Platform and Application Alarm system to raise alarm if any application is down or if any fault is there on platform side like disk fault, memory issue etc. Tool runs in background and keep checking status of application. In case of any fault , alarm is constructed and forwarded to WebNMS via MotoProxy.

**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. Over the period these products are expired need to separate out from production system to –

1. Reduce load on production system to main performance
2. Based on need, client can access old products data.

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 –

1. Development of NCGL VSE for installation and commissioning Platform
2. Development of Nortel HSS Installation and Commissioning tool
3. Develop framework to automate the installation and commissioning to minimize user intervention.

Also, whole Nortel HSS system is deployed on 16 blade ATCA. This environment is quite costly when developer needs whole system frequently for testing purpose. To overcome this problem, **simulated whole ATCA blades on VMWare virtual machine** which quite cheaper compare to whole ATCA system.

**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 reduces customer crowed for operator and provide an easy way for updating, fixing, adding and removing new services on handset remotely.

An OTA system includes multiple Servers like Delivery Platform, Wireless Internet Gateway, Account and Charging Server, Device Management System, Batch Order Management etc.

As Technical Specialist handle the entire south region of India to accomplish the following tasks-

1. Deployment of and commissioning of OTA system in customer environment
2. Integration of OTA system with various telecom elements like SMSC, MSC, IN, SS7 etc.
3. Implementation of my service portal.
4. Installation of SoaC card
5. Responsible for subscriber provision for entire south.
6. Integration of system with IN , CDR management for billing.
7. Integration of system with content provider.
8. Network client system configuration on Legato for backup
9. Developed tool for OTA system backup and recovery

**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 developer my major contributions are-

As Software Developer, I was involving in following major activities for Switchgear Control gear and Rectified (SCR) division –

1. Migrate SVR 39 COBOL based system to Oracle Debase
2. Development of Groupware Engineering Specification (GES)
3. Development of Time and Process Management (TPM) Module
4. Development of Onload tap Changer (OLTP) module.

Directly sitting in client environment to understand the requirement properly, develop and test the applications along with team.

**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.

Developed following applications-

1. **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.
2. **Commercial System Application** is designed to process new telephone connection. Generation of waiting list, advice note generation, Demand note generation, clearing waiting list and sending corroding consumer detail to Telephone revenue department for billing Collection System Application interfaced with TRA application to collect window payment and updated TRA data base online. Generating payment and outstanding details. Bank Reconciliation System Maintain database of all Bill payment received through cheque, generating challan and prepare report of all clear, pending and dishonor cheque. Preparing reconciliation list

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

1. Under Nokia University Collaboration program taking lecture in Engineering Colleges on Internet of Things (IoT)
2. Providing necessary support to students to build IoT prototypes

Additional Technical Skill

1. Good knowledge of Internet of things (IoT)
2. Worked on various Microcontrollers like Arduino, Raspberry PI, Orange PI, Onion Omega etc.
3. Worked on most of the Controller and Sensors for IoT
4. Knowledge of Machine Learning
5. Developed various prototype on Home Automation, Robotics etc.

Other Personal Information

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**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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