

Amjad Ali Shaikh

Karachi, Pakistan

e-mail : amjadshaikh0@gmail.com

☎ +923023007188

ICT Professional with 16 years of diversified experience in application support [IT, BSS/IN/VAS] domain, specializing in Ericsson charging system, Matrixx Digital CP and NSN platform. Proven expertise in Design, integration, performance optimization, and seamless operations. Skilled in aligning technical solutions with business objectives, enhancing efficiency, and fostering innovation. Effective communicator and collaborator across diverse teams. Ready to leverage extensive experience for driving impactful contributions within a dynamic organization.

Professional summary

IS Solution Specialist ----- Starhub Singapore (Offshore project) June,2022 till June, 2023

➤ **Key Responsibilities**

- Monitor and maintain the health and performance of the live production systems (Giga application).
- Identify long-term resolutions to persistent production issues to minimize impact and decrease daily operational work.
- Integrate matrixx with Splunk, FreshService, ServiceNow and Dynatrace.
- Engage with business teams to understand and refine business requirements, propose efficient solutions to achieve tangible business outcomes.
- Perform technical impact assessment of new initiatives.
- Manage projects, coordinate, and perform system integration and acceptance testing with business users and vendors.
- Provide full support for deployment of new features and projects.
- Perform preventive, corrective and upgrade activities when needed.
- Responsible for number purging, recycling, and publishing task in available digital pools.
- Perform regular audits to check data inconsistencies and discrepancies.
- Configuration and generation of various business reports [weekly, Monthly and Adhoc] for business.
- Monitor and analyze alerts triggered from monitoring tools and take corrective actions if required.
- Handle E2E customer complaints/BAU requests in ServiceNow.
- User Administration and handling BAU requests in FreshService.
- Automate daily repetitive operation tasks, alert monitoring and bulk/batch operation/business tasks through scripting.
- Maintain 24/7 availability for timely handling of major/critical issues/incidents.

**Charging System Tariff Expert/Solution Design ----- Zain Bahrain E\\ MS (Offshore Project)
Feb 2022 till June 2022.**

➤ **Key Responsibilities**

- Design and implement new Business Plans or making changes in the existing Business configurations as per client's business requirements.
- Perform E2E verification/UAT and coordinate with other stakeholders for smooth launch of product.
- Integrate E\\ Charging System with other systems like CRM /IT/ billing platform.
- Troubleshoot and fix tariff related issues.
- IR operator definitions for prepaid/postpaid tariff in charging system.
- Design/Change Lifecycle of both Prepaid and Postpaid segments as per business requirement.
- Strong knowledge of new tariff features, i-e, Product Handling, Product Bundling, Templates based Rating/Product Provisioning/Fee, Time Based Actions etc.
- Interface with internal teams like Marketing, DWH, revenue assurance and customer care to analyze and address issues related to Revenue leakage.
- Engage with customer's commercial/marketing POCs for understanding of various Business requirements and transform these into technical design documents LLD/HLD for implementation.

**BO IN Engineer ----- Ooredoo Oman Huawei MS Project
May 2014 till Feb 2022.**

➤ **Key Responsibilities**

- Maintain and monitor the performance and health of OCS nodes [Ericsson and Matrixx].
- Integration of E\\ CS and Matrixx nodes with other network elements;
 - **Network Nodes** [STP/MSC, Load balancer etc]
 - **VAS Nodes** [SMSC/MMSC, SDP Telenity for 3PP service charging, USSD etc]
 - **IT Nodes** [CRM(CSI), SAN Storage, Tibco Bus, billing platform etc].
- Engage with Design and Project teams in E2E design, Commissioning and deployment of new nodes, products, features and services and perform detailed verification/UAT to ensure smooth launch and operation.
- Administration of voucher related tasks including Generation, Loading, purging.
- Troubleshooting of issues related to different services/protocols by capturing traces of different interfaces and analyzing using Wireshark.
- Engage with IT/technical teams for Joint troubleshooting and resolving provisioning, pricing and other platform issues including Customer Complaints.
- Implementation of customized system configurations as per business requirements via Selective updates [Matrixx].
- Perform Preventive, Corrective and Upgrade activities when needed.
- Planning and Execution of Business continuity Plan as per requirement for various nodes.
- Coordinate with reporting, DWH and Business teams to cater any change in CDR structure.
- Monitor relevant performance parameters and analyse Performance Reports to detect and highlight network deficiencies/issues/risks and take/suggest appropriate corrective action.
- Ticket handling, Zendesk [Matrixx] & CSR [Ericsson], and follow-up from support for quick resolution.
- Prepare various reports and data as per Management and customer requirements.
- Subscriber migration from one SDP to another for load balancing.
- Handle on call duty/emergency and maintain high availability 24/7.

BO IN Engineer ----- STC KSA E\\ MS Project
November 2013 till April 2014.

➤ **Job Responsibilities**

- O&M and detailed Health Checks of E\\ Charging System nodes.
- Commissioning and Integration of CS 5.0 nodes and detailed testing/UATs.
- Troubleshooting of issues by capturing traces of different interfaces and analyzing using Wireshark.
- Implementation of changes/configurations as per provided MOPs and troubleshooting incase of issues.
- Perform Preventive, Corrective and Upgrade activities when required.
- Monitor relevant performance parameters and analyse Performance Reports to detect and highlight network deficiencies/issues and take/suggest appropriate corrective action.
- Tickets handling on RTTS and take appropriate action for resolution of issue and closure of tickets within SLA.
- CSR Handling and follow-up from support.
- Handle on call duty/emergency and maintain high availability 24/7.

IN & VAS Specialist ----- Mobilink Pakistan
July 2007 till November 2013.

➤ **Job Responsibilities**

- O&M and detailed Health Checks of E\\ Charging System, NSN IN , NSN SGSN, CRBT and SMSC nodes and escalation in case of deviation.
- Troubleshooting and fix of Customer complaints within SLAs.
- Troubleshooting of platform issues and escalation and implementation of Fix.
- Implementation of Product/Tariff configurations.
- Subscriber administration activities like numbers creation, deletion, activations.
- Perform Preventive, Corrective and Upgrade activities when required
- Ticket Handling and follow-up with support.
- Engage with design and project teams for commissioning, deployment and detailed testing/UAT for new nodes and services.
- Subscriber Migration/balancing of IN platforms.

Business Skills

- Excellent Time management, Team management and Leadership skills and supervise/assist the team whenever required.
- Well versed with business Processes like Change management, Problem management, Configuration management and incident management and experience of working in Managed Service environment.
- Able to work in a multicultural environment with stringent adherence to SLA's and KPIs.
- Strong follow up skills.

- Strong communication, analytical and multi-tasking skills.
- Able to work under pressure and deliver projects within deadlines.

Technical Skills

- *Ericsson Charging System.*
- *NSN IN platform.*
- *Matrixx Digital commerce platform*
- Camel (CAPv2/v3), Map, SS7, Sigtran, CIP/IP, SCAPv2, Gy/Sy Diameter, HTTP, TCP/IP, UDP, SFTP/FTP, SMPP and SMTP protocols.
- Virtualization and Basic Vmware Knowledge.
- Rest Protocol and Matrixx DCP Rest APIs.
- Linux/Unix OS.
- Bash/Shell and Python scripting.
- Hands on experience of SQL Queries, Cassandra, MongoDB and TimesTen databases.

Few Major Projects Highlights

- **E\\ CS18 Upgrades from CS16**
 - CS16 nodes upgraded to CS18 including (BSPCCN/NGVS/NGCRS/SDP/AIR/OCC).
 - Engaged with Planning and Project teams to Plan and execute the Upgrade plan.
 - New Features activation impact analysis, implementation and testing.
 - Technical analysis of MOP, Prerequisites and address if any bottlenecks and taking necessary Preventive measures to ensure smooth execution of activities.
 - Post Upgrade monitoring and fixing issues if any.
- **PrePaid+Postpaid Digital Transformation (Matrixx IN Deployment and Upgrades)**
 - Engaged with Planning and Services team for E2E design and Implementation during different phases of project.
 - Engaged with different domains for integration and troubleshooting.
 - Actively participated in tariff design and implementation and fixing related issues.
 - Post launch troubleshooting and fixing of various issues like traffic, tariff, Provisioning and APIs interfaces etc.
 - Performed detailed testing and verification of services and features.
- **Relocation of Charging system Nodes**
 - All IN nodes were moved from old datacenter to new datacenter. It involved complete reconfiguration with new IP plan, traffic shifting/migration and ATP.
- **Hardware modernization Phase-1**
 - In this project old SUN hardware of SDP and AIR servers were replaced with new HP GEN8 servers. It includes commissioning and complete configuration, integration migration and ATP.
- **Hardware modernization Phase-2**
 - In this project new nodes OCC, BSPCCN and NGVS were deployed in network. CCN was offloaded for data traffic and replaced with OCC while for voice and SMS and SCAPv2 traffic new BSP CCNs were installed. Also old oracle VS was replaced with NEW HP Gen9 server cassandra based NGVS.

- **Commissioning of Nokia Siemens Networks @vantage7.5 and Charge@once IN Platforms.**
 - *Engaged with Planning and Project teams for E2E design, Plan and implementation.*
 - *Integrate platform with MSCs as well as STPs.*
 - *Plan & implement IVR traffic distribution plan for newly commissioned platform..*
 - *Performed detailed testing from various VLRs.*
 - *Successful execution of Subscriber migration.*

Trainings

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|--|----------------------------|
| ➤ <i>Artificial Intelligence online Course .</i> | |
| ➤ <i>MongoDB Operations</i> | <i>Muscat Oman</i> |
| ➤ <i>MATRIX Operations</i> | <i>Muscat Oman.</i> |
| ➤ <i>MATRIX Advanced Operations Matrixx</i> | <i>Muscat Oman.</i> |
| ➤ <i>OCC O&M</i> | <i>Muscat Oman.</i> |
| ➤ <i>NGVS O&M</i> | <i>Muscat Oman.</i> |
| ➤ <i>BSP/CCN O&M</i> | <i>Muscat Oman.</i> |
| ➤ <i>CCN O&M</i> | <i>Islamabad Pakistan.</i> |
| ➤ <i>HXC O&M</i> | <i>Islamabad Pakistan.</i> |
| ➤ <i>CCNA Training course</i> | <i>Karachi Pakistan</i> |

Certifications

- Professional Scrum Master 1
- AWS Certified Solutions Architect – Professional
- AWS Certified Solutions Architect – Associate
- ITIL V4 Foundation
- Huawei Certified HCIA Cloud Solutions Architect
- Huawei Certified HCIP Cloud DataCenter Operation
- Matrixx Operations Specialist

Awards/Achievements

- Certificate of appreciation for Best IN engineer for year 2015 presented by Huawei.
- Network safety excellent engineer award presented by Huawei in 2016.
- Identify and mitigate various risks on time, fine tune network parameters and optimize TPS which improved network performance and reduced resource utilization.
- Automated various repetitive operational task through scripting and developed tool for handling customer complaints efficiently which reduced resolution time significantly.
- Implement 5G configurations and troubleshoot related issues in OCS to ensure successful launch of 5G NSA in Ooredoo Oman.

Academic Profile

- B.E in Telecommunication from Mehran University of engineering and technology, Pakistan.