

## Career Profile

### Objective and Strengths:

Seeking a challenging position in a Telecom and Networking environment where I can utilize my skills for organizational growth.

A competent professional with 18+ years of work experience in Telecommunication, ISP and Networking domain with a focus on Mobile Wireless Networks (2G/3G/4G/LTE NR New Radio , Radio access, Core Network and Fiber rollout and Transmission), DSL, Wi-Fi, Wi-Max including Design, Implementation, Performance, Configuration, Technical Support, Field Operations, Network Performance, Network Design and Planning. Successfully delivered Projects in various organizations and different location including UAE and Bangladesh.



## Professional Experience:



banglalink

### **Banglalink Digital Communications Limited - Bangladesh** **Consultant/ Sr.NOC Engineer (Managed Service)**

| Sep 2018 – Aug 2020

#### Work Profile:

- Incident Management (To restore the service as quickly as possible to reduce the down time often through a workaround or temporary fix).
- Team management by reviewing the individual performance based on KPI and feedback, being single point of contract during the shift.
- Advanced level of NOC support activity in the field of RAN support (2G+3G+LTE - Ericsson/ Huawei/NSN) and Transmission operation and maintenance procedure and end to end troubleshooting in Core, Transmission and BSS network.
- To Manage NOC teams including Radio Access Network (2G/3G/LTE Ericsson/ Huawei/NSN), Wi-Fi, Wi-Max PS Core, CS Core, IN/VAS, Access Transmission and Backbone Transmission teams, Fixed Team.
- Leading Service Operation team to achieve SLA commitments, ensure that KPIs and agreed levels of service, quality and availability are maintained.
- Team training on newly available technology, process development to achieve SLA
- Closely monitoring the CR (Change request) which have Critical or major impact on the network. (BSC/RNC Software upgrade, NMS/OSS upgrade, rehomeing of sites) and make sure that they are executed on time.
- Reporting on daily, weekly and monthly KPI, CR and outage report, monitoring the network performance and statistics.
- Providing solution on public holidays, handling network monitoring during public holidays, trouble shooting problems as when needed.
- Point of Contact for Performance issue (RAN Part- 2G/3G/4G-LTE- Ericsson/ Huawei/NSN)
- Performing BTS health check from remote end for 2G/3G/4G BTS Manager, checking RSSI values, VSWR, interference, and synchronization value. Performing TRX loop test, TRX test, checking of RTWP before escalating to Field operation and Second level support teams.
- Technical Support of Field Engineers on planned activity like BSC and BTS software upgrades, BTS, BSC and RNC Hardware replacement, BTS, BSC and RNC Rehomeing for Huawei/Nokia
- Analyze and resolve network hardware and software problems in a timely manner, installation, monitoring and maintaining of networks.
- Provide technical Support for network infrastructure at Level 3, Monitor network performance and troubleshoot problem areas as needed.



### **Emirates Integrated Telecommunications Company (du) U.A.E** **Consultant/Service Operations Center Engineer**

| Jun 2014 – Jul 2018

#### Work Profile:

- Analysing problems, perform troubleshooting and incident response on the system, communicate with site technicians and track problems through to resolution.
- Troubleshooting of Multi Access Network (2G BSS / 3G RAN /4G LTE) with elements from Core, Access and VAS to monitor network service performance.
- Monitoring GSM networks from a central location with Automatic Monitoring Systems (AMS) and other issues escalated from the Support teams.
- Providing First Line Maintenance support for the Mobile Radio Access Network (RAN) on a 24 hour/ 7 day basis, ensuring Network Quality through Fault surveillance & management.
- Ensure fault resolution in line with Operational processes and agreed KPIs.

- Responsible for logging, updating and tracking to resolution Trouble Tickets relating to faults and performance issue. Escalate to appropriate manager/team as per SLA's.
- Monitoring the CR (Change request) which have Critical or major impact on the network. (BSC/RNC Software upgrade, NMS/OSS upgrade, re-homing of sites) and make sure that are executed on time.
- Monitoring of KPI and SLA and ensure that team is achieving defined KPI.
- Technical Support of Field Engineers on regarding troubleshooting of performance issue.



**Huawei Mideast (U.A.E)**  
**Consultant/NOC RAN 2G/3G/LTE Engineer (Managed Service)**

| Nov 2012 – Jun 2014

**Work Profile:**

- Monitoring Network Alarm for GSM Network (2G/3G/4G LTE), Huawei NMS, M2000,LMT, Wifi and OFDM
- Coordinating with field team for site acceptance and handling the Newly Integrate Site and put the MR-Quality Site to MR-Live.
- Performance Monitoring and improvement of live network on the basis of various KPI's.
- Responding to faults and operational issues raised from Automatic Monitoring Systems (AMS) and other issues escalated from the Support teams.
- Performance of 2G KPI parameters like 2G Voice Traffic, CSSR, Data volume(MB), Drop call rate, Handover Success Rata HOSR, SD Blocking, SDCCH Drop Rate, TBF Drop Rate, TBF Success Rate and TCH Availability
- Performance of 3G KPI Parameters like 3G Availability ,CS Call Drop Rate(%), CS Service Drop, CSSR, Data Traffic(MB), Drop Call Rate, PS CSSR(%), PS Call Drop Rate (%), PS Service Drop, Packet Success Rate, RPC Success Rate, SHO Success Rate, Voice Traffic(Erl).
- Performance of 4G/LTE network like CSSR, DCR, Data Traffic, PDCP Data Rate, RRC Success Rate, CSFB, Throughput and LTE availability.
- Coordinating with others team like CS core and PS core team, fixed transport, IP transport, Access transmission team and Backbone transmission team.
- Providing technical support to the field engineers during the troubleshooting of performance issues.
- Performing BTS health check from remote end for 2G/3G/4G BTS Manager, checking RSSI values, VSWR, interference, and synchronization value.
- Performing TRX loop test, TRX test, checking of RTWP before escalating to Field operation and Second level support teams.
- Maintain Network Quality and Availability through preventive and corrective maintenance of the RAN.
- Identification of faults via Network Alarms, prioritizing and ensuring appropriate steps for quick recovery.



**Ericsson Mideast (U.A.E)**  
**Consultant /FLO RAN 2G/3G Engineer (Managed Service)**

| Sept 2009 – Oct 2012

**Work Profile:**

- Providing First Line Maintenance support for the Mobile Radio Access Network (RAN) on a 24 hour/ 7 day basis, ensuring Network Quality through Fault surveillance & management.
- Ensure fault resolution in line with Operational processes and agreed KPIs.
- Responsible for logging, updating and tracking to resolution Trouble Tickets relating to faults and performance issue. Escalate to appropriate manager/team as per SLAs.
- Maintain Network Quality and Availability through preventive and corrective maintenance of the RAN.
- Providing Network Failure/Performance related reports as and when required.
- Troubleshooting of Multi Access Network (2G BSS / 3G RAN) with elements from Core, Access and VAS to monitor network service performance.
- Identification of faults via Network Alarms, prioritizing and ensuring appropriate steps for quick recovery.
- Providing support to other operator / entities and initiate Emergency Restoration Plan if and when required.
- Responding to faults and operational issues raised from Automatic Monitoring Systems (AMS) and other issues escalated from the Support teams.
- Using Traffica NEWS / VIEWS, SQM and NetAct Reporter for monitoring routine network and real-time applications.
- Coordinating with field team for site acceptance and handling the Newly Integrate Site and put the MR-Quality Site to MR-Live.
- Monitoring Huawei NMS, M2000,LMT ,Ericsson NMS



**Nokia Siemens Networks, NSN (UAE)**  
**Consultant/NOC Engineer (Managed Service)**

| June 2007 – Sept 2009

**Work Profile:**

- Monitoring and first level of analysis and troubleshooting of Multi Access Network (2G BSS / 3G RAN) with elements from Core, Access and VAS for events that could actually or potentially impact upon network service performance.
- Identification and prioritization of faults via Network Alarms; taking decisive steps to ensure appropriate levels of response are applied for speedy fault resolution.
- Conducting routine network health check and monitoring real time performance by using various real-time applications / tools such as Nokia Traffica NEWS / VIEWS, SQM (service quality manager) and NetAct Reporter
- Track planned work to ensure start & stop times is adhered to and act as the interface to other operator / entities and initiate Emergency Restoration Plan if and when required.
- Creation of Trouble Tickets and its assignment / escalation to the Field team.
- Interaction with other NOC's and Operational teams in line with agreed processes and working practices to ensure quick recovery from service failure
- Effectively managing Trouble Tickets through to closure, paying close attention to the SLA requirements and capturing all relevant details for future reference on the TT system
- To respond to and act on operational issues and faults raised by the automatic monitoring systems, various NOC teams, ticketing systems and escalations from the Support teams (2nd and 3rd line support).
- Handling the Site acceptance and Newly Integrate Site and put the MR-Quality Site to MR-Live and coordinate with field team for site acceptance and related issues
- Monitoring Huawei NMS, M2000, LMT
- Activation of Supplementary service for GSM user form HLR, NPM and other related application.
- Responding to the customer complaints form Back Office / Technical Support Desk on Major Customer issue.
- Updating of daily/weekly report and other relevant reports to the customer.



**Emirates Telecommunications Corporation (ETISALAT) - UAE**  
**Sr. Internet Technical Support Executive**

| August 2000 – June 2007

**Work Profile:**

- Analysing & troubleshooting the problems related to lease lines, DSL, Cable Modem, IWAN, ISDN LAN Connect & Dial-Up connections to the Internet through synchronous & asynchronous modems.
- Provide assistance to Internet and e-commerce customers of Etisalat units and other Client organizations. Supporting Dubai E-Government Portal.
- Supporting Windows 95/98/NT/2000/ME/XP/Vista, Macintosh and wireless users in configuring their systems for Internet Connectivity
- Supporting overseas customers connecting with GRIC dialler & accessing in UAE.
- Reviews significant complaints, call/messages including those of non-routine complex nature; unresolved issues and major shift events/observations with the immediate supervisor and follows up in order to resolve the issues.
- Complies with the prescribed policies, operating procedures & quality standards to ensure optimum satisfaction of customers & callers.
- Involved in the customization of Emirates Internet software and web development. Evaluation, Testing & demonstrations of new services & products launched by the ISP.
- Processing online application for home user and providing sales related information.



**Emirates Telecommunications Corporation (ETISALAT) - UAE**  
**Development & Training Section Administrator (HR Dept)**

| May 1997 – July 2000

**Work Profile:**

- Processing Training nominations.
- Advice Section for upcoming Training and processing the request.
- Processing Payment of Risk Allowance, Traffic violation tickets, Meal Allowance for the temporarily accommodated newly arrived staff and recovery SA's, Car Loan.
- Processing Passage and issue LPO & leaves application when staff is on Leave.
- Typing letters, memo, filing general paper to staff personnel file when required.
- Under taking any clerical duties as and when required.
- Beginning assistant to all conference meeting, when required.
- Sorting of mail & sending the outgoing mail to various dept through their staff.
- Debauching of Cheque through mail or directly to the addresser.

### Academic Qualifications:

- **Master of Business Administration**, 2020  
Associated of Management, Lincoln University College - Malaysia.
  - **Bachelor of Computer Application**, 2013  
Associated of Computer Science, Albedo School of Technical Education - India.
  - **HND In Software Engineering**, 2001  
Associated of Computer Science, EDEXCEL -BITEC - United Kingdom.
  - **Diploma in Computer Software Engineering** ,1999  
Associated of Computer Science, Mid Kent College – United Kingdom.
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### Professional Training:

- 4 LTE Training from Huawei
  - Traffica Application Training from NSN
  - CCNA, 2004
  - Microsoft Certified Professional + Internet, 1999
  - Microsoft Systems Engineer @, 1999
  - Microsoft Certified Professional @, 1998
  - Oracle Database Administration.1997
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### Personal Details:

<b>Nationality</b>	Bangladeshi
<b>Address</b>	P.O.Box : 47580, Dubai ,UAE
<b>Email</b>	ziahad@ymail.com
<b>Language skills</b>	Fluent in English, Urdu, Bangla and an average speaker of Arabic.