

Nouman Munir

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Senior Operation Specialist OSS/NMS Expert

With over 10+ years of experience supporting business solution software configure, troubleshoot and maintain the IT infrastructure, Network Management Systems. Provided ongoing development and maintenance of software applications in OSS department. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of company.

Personal Information.	<ul style="list-style-type: none">• Nationality: Pakistani.• Marital status: Married.• Date of Birth: 17 July 1983.• Al-Riyadh – Saudi Arabia
Qualifications.	<ul style="list-style-type: none">• Master in Business Administration – MBA from Liverpool John Moore's University UK.• Bachelor in Computer Science University of Punjab Pakistan.
Training & Certification.	<ul style="list-style-type: none">• ITIL4 IT services Management. (Certified)• PRINCE2 Agile Project Management Foundation Practitioner. (Certified)• Root Cause Analysis (RCA) – USA.• Operation/Business System Support (OSS/BSS) – USA.• Vista Foundation 4.2 SP1 Solution administration.• Vista Foundation 4.0 SP1 Solution Development.
Professional Experience.	<p>Jan 2011 till today. STC - Saudi Telecom Co. OSS Professional services Dep't. Sr. operation specialist & administrator at OSS Professional services Dep't.</p> <ul style="list-style-type: none">• Performance Tuning: Ensured that assigned systems were engineered, configured and optimized for maximum functionality and availability. Implemented solutions that reduced single points of failure and improved system uptime to 99.9% availability (up from previous high of 97.5%).• Project Management: Led enterprise wide hardware/software installations; oversaw major upgrade/expansion project that improved network access protection (NAP), terminal services and network performance, and integrated new technologies.• Troubleshooting: Rectified many issues by instituting best practices in system log analysis, backups, network operating center security, user account/permissions management and systems/software auditing.• To produce best determination circumstances in any emergency cases and sustain customer quality level. Analyze/update/import vendors MIB files.• Developing New KPIs and Events for all vendors (Huawei, Cisco, Nokia, ALU & Juniper) for multiple device models on the level of Info Vista Application to meet as per the customer requirements and to provide them required KPIs data for performance monitoring.

	<ul style="list-style-type: none"> • Commit to provide outstanding 100% Service Level Agreement under tight pressure. • Understanding of the overall requirements of all stakeholders as well as understanding of any technical constraints in implementing appropriate technical solutions. • Writing projects scope documents – High Level Design and Low-Level Designs (HLDs, LLDs and Hand over).
Industry Skills.	<ul style="list-style-type: none"> • Solid experience of Business and Technical process definition. Outstanding OSS, handling on vast IT/Telecom projects, work products due as well as the overall status of the projects assigned. • Ensures that outstanding project management, process implementation, Work towards project milestones (including Design, Development, Testing, Pre-Acceptance Test and User Acceptance Test phases). • Constantly interacts with people or customers, responding to their problems and resolving them. • Basic knowledge of Virtualization Network Function (VNF) Layer including NFV Infrastructure (NFVI) Layer, Operation Support Subsystem (OSS) and Management and Orchestration (MANO) Layer • Strong technical, troubleshooting and learning skills
Expertise.	<ul style="list-style-type: none"> • Excellent Understanding of different Monitoring Systems in OSS department. • Working experience in STC (Saudi Telecommunication Company) as Sub Contractor on Info Vista - Info Vista NMS as operation specialist and system administrator. • Excellent understanding of Trouble Ticketing, Network Management, Fault Management and Performance Management Systems. • Ability to thoroughly investigate issues regarding Systems and applications. • Experience in monitoring and reporting KPIs for different vendors. • Hands-on experience of planning, deployment, business management and operations systems.