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| **Career Objective:** |
| Accomplished and proactive engineer with four and half years working experience in telecommunication sector and have intention to serve here for many more years to come |

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| **Career Summary:** |
| I have worked in several roles in different departments under same organization:  1) Presently working as support Engineer in IN-VAS, PScore nodes in airtel operation 2) Before that working as 1st level support in core nodes of airtel operation |

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| **Special Qualification:** |
| Clear idea about network operation and signaling and call flow and network structure,Sun-Solaris10 and LINUX OS like Redhat, UBUNTU, Montavista professional edition concept,have worked in redback and juniper routers and black-diamond,SIBD, Alpine switches |

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| **Employment History:** | |
| **Total Year of Experience :** 6.3 Year(s) | |
| 1. | **Support Enginner,INVAS and PScore ( January 16, 2008 - Continuing)** |
| . | **Ericsson**  Company Location : Bangladesh  Department: Network operation  ***Duties/Responsibilities:***  ¬ Clear idea about network operation and signaling and call flow and network structure ¬ Elucidated concept about overall telecommunication network topology ¬ Able to find out the problematic part of network in vague network problems ¬ Gained knowledge about a wide variety of products and solution for last five years like BSS nodes in CS3.0 and CS4.0; EIN3.1 nodes TSC, ML, AXD based MGW for IGW; OSSRC10.3 and11.2, ENIQ2.3, EMA6.0; EMM, VAS node like MIO, MSP, MOIP, MMC, also AXE platform nodes like BSC, HLR, FNR, MSC-S (Blade cluster MSC-S as well), CPP node MGW; Packet core nodes like Router, switch, firewall; GPRS nodes like SGSN, GGSN, RADIUS servers, different type of DNS servers etc. And also 3rd party equipments like COMVIA SMSC solution, Sybase WSMS servers, Smartroams roamware, Gemalto DM nodes ¬ Have experience to work in AXE810 (BSC, MSC) and have high level expertise in AXE MML command line. ¬ CCNA(networking) and Sun-Solaris10 and LINUX OS like Redhat, UBUNTU, Montavista professional edition concept  ¬ Have high level expertise in UNIX and LINUX CLI commands and have preliminary concept about oracle. ¬ Have worked with shell script to maintain different cron jobs in UNIX and PHP based application like SMS-Tool sending SMS.  ¬ Have shown distinguishing ability to solving customer complaints specially major and huge ones with the help of elucidated concepts of different call-flows  ¬ Besides Ericsson OSS, have worked in multi vendor systems like Motorola OMCR, Huawei EVC (Electronic Voucher systems) system, COMVIVA SMSC and Pretups (Electronic Voucher systems)  ¬ Have also support in IGW (International gateway) 1st level support in IGW operator (Banglatrac) and have experience in working AXD based MGW and ML for EIN solution. ¬ Proven ability in preparing all types of MS office reports in all forms like Excel, Word, PowerPoint etc  Monitoring, resolving and finally escalating alarms of INS, CCN, MINSAT, SDP, VS, AIR, SMC and IVR by logging in Win FOIL, secureCRT, GUI. Monitoring, resolving and finally escalating alarms of ISR, MRBT, MOIP, SGSN, GGSN, MMC, MIEP, EMA, EMM, DM, SIMGO, EVC, KVSMS, WSMS and OR by logging in Win FOIL, secureCRT, GUI. Performing analysis of different issues relating the above mentioned nodes through OSS-ALV, Automated Scripts, Web portal or directly CLI access in different nodes. Check all the VAS services in a time interval as VAS nodes have no real time monitoring system. Working hand in hand with escalated team for resolution of different escalated alarms Preparing day to day routine reports analyzing different issues  Looking after backup of IN nodes.  Co-ordinate with personnels in planned work activity. Taking health check of INS, CCN, MINSAT, SDP, VS, AIR, SMC, IVR, ISR, MRBT, MOIP, SGSN, GGSN, MMC, MIEP, EMA, EMM, DM, SIMGO, EVC, KVSMS, WSMS Solve the customer complaints come through trouble tickets/mail/F1/phone from the customer support team and escalate the unsolved problem to the second level engineering team. |

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| **Academic Qualification:** |
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| **Training Summary:** |
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| **Specialization:** |
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| **Personal Details :** |
| |  |  |  | | --- | --- | --- | | Father's Name | : | Ranajit Kumar Sarkar | | Mother's Name | : | Sulekha Bose | | Date of Birth | : | December 06, 1984 | | Gender | : | Male | | Marital Status | : | Unmarried | | Nationality | : | Bangladeshi | | Permanent Address | : | 15/Kha, Larmini Street, Wari,Dhaka-1203 | | Current Location | : | Dhaka | |