|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **A.S.M ASHFAQUE** | |  | | --- | |  | | |  | |

|  |
| --- |
| . |
| . |
| **Career Objective:** |
| working in Telecom or any bank for IT division |

|  |
| --- |
| **Special Qualification:** |
| CCNA -from local academy RHCE (Linux ES4)-from BASE OCA in ORACLE 9i DBA track, PMP course from bdjobs. |

|  |  |
| --- | --- |
| **Employment History:** | |
| **Total Year of Experience :** 7.8 Year(s) | |
| 1. | **Customer Application Analyst ( October 12, 2008 - Continuing)** |
| . | **International Turnkey Systems(ITS)**  Company Location : Head Office in Kuwait.Local Office in Dhaka  Department: Service Delivery Group  ***Duties/Responsibilities:***  1. Company Profile:  International Turnkey System (ITS) is a leading provider of cutting-edge integrated information technology solutions to a wide spectrum of industries (especially Telecom and Banking) and government entities across the Middle East, the rest of Asia, as well as Africa and the world at large (more on http://www.its.ws).  Designation: Customer Application Analyst, Service Delivery Group. Assigned for Airtel Bangladesh and Etisalat Nigeria.   Duration: From 20th October 2008 to till now   Job responsibilities:  1. Major responsibilities involved in Application support and Change request (CR) generation, modification, requirement gathering and analysis. Transforming business requirement into technical specification.  2. Consulting with development team for change request when any new requirement comes from customer side.  3. Work with Bug fixing/functionality missing when ASSR is raised from IVR, Provisioning( Huaweis TOPENG and Ericssons EMA),CRM, Order and service management ,credit control, Rating/charging ,billing ,interconnect, payment/settlement, IPCC-TABS-OCS integration and on roaming issues, prepare test cases to report the problem and test the reported and other functionalities of the modified delivery. 5. Maintenance /troubleshooting the cases found in suspense CDR, service interruption, payment/order API.  4. PL/SQL code analysis of Oracle 10g packages to find out the bug and narrow down the problem, UNIX Shell script and PL/SQL procedure writing when necessary for automation. 5. Online/Batch Provisioning of new service/package and troubleshooting regarding this. 6. New Product feasibility (i.e. prepaid/postpaid service) analysis, proposed solution and implementation 7. I have working experience of Etisalat Nigeria site for service provisioning, introducing new services and analyze the existing solution platform,migration activities from TABS 6.10 to 6.11 and OCS integration issues.  8.As a part of Billing Management I have to do the following works: a.Monitor daily customers billing status & ensure appropriate action b.Monitor daily blocking for non-payment of bill by CCM c.Ensure immediate unblocking of customer line after payment by ARM and CCM d.Ensure permanent deactivation as per company policy & also reconnection of customer line after settlement of payment e.Arrange to take legal action against unpaid customers and realization of long outstanding bill through CCM |
| 2. | **IN Engineer ( February 20, 2008 - October 12, 2008)** |
| . | **Huawei Technologies Bangladesh Ltd**  Company Location : Gulshan1  Department: Intelligent Network  ***Duties/Responsibilities:***  1. Implementing service management on the routine running on the TELLIN IN system and supporting the normal running of the TELLIN IN system services. 2. Analysis and solve any kind of problem (i.e. charging matrix, SMP, SCP) related with IN nodes escalated from customer side (TMIB) 3. Manages the Voice, SMS, USSD Services, creates rating/charging tables and charging rules for each service, implements time band charging rules, collects CAPS report for traffic analysis from each SCP. 4. Maintaining the SMAP system data and charging data, Implements bonuses to Prepaid Subscribers based on ongoing Marketing Promotions 5. Periodically back-up system operator log and set up specific directory to save these back-ups. 6. Involved in TMIB swap project for hardware and software installation of Server and billing gateway configuration. |
| 3. | **System Admin,IT & Billing ( August 01, 2006 - February 20, 2008)** |
| . | **Onetel Communications Ltd**  Company Location : Banani  Department: IT & Billing  ***Duties/Responsibilities:***  1. Monitoring mediator server for cdr (call details record) processing event like mediation and rating status observation using UNIX commands.  2. Maintaining HLR database like subscriber entry, changing their status, migrating between different types of connection and district change,showing HLR status,Number hiding which is running on Solaris. Here I have to prepare shell scripting with awk and sed utilities.  3. Rating interconnection process, finding deviation between different operators data, making complex query for port wise call.Houskeeping is done for smooth operation  4. Maintaining backup and recovery process for datacenter both in manually and scripting (preparing report also).Here I have to maintain Linux FTP server. 5. Operating CCBS (Telecom Billing software) for Subscriber query and report  6. Deal with Technical Support Department to resolve all kinds of problem through investigative analysis and communicating with vendor for different error remedy. 7. Database management of Oracle 10g in Linux AS in HP and in DELL Server with hardware RAID. Here I have to install, configure the software and also network or other services. 8.Generate traffic report, busy hour report from interconnection. |

|  |
| --- |
| **Academic Qualification:** |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Exam Title** | **Concentration/Major** | **Institute** | **Result** | **Pas.Year** | **Duration** | **Achievement** | | MSC (Engg) in Information and Communication Technology . | Information Technology . | Bangladesh University of Engineering and Technology . | Appeared . | 2010 . | - . | Obtained 71 % marks so far and all the theoritical courses have been completed . | | BSC(Engg) in Computer Science & Engineering . | Computer Engineering . | Khulna University of Engineering and Technology . | CGPA:3.4 out of 4 . | 2006 . | 4 years . | 3.69 in last semester . | | HSC . | Science . | Notre Dame College . | First Division, Marks :76.7% . | 2000 . | 2 . | - . | | SSC . | Science . | Ideal School & College . | First Division, Marks :88.2% . | 1998 . | - . | - . | |

|  |
| --- |
| **Training Summary:** |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Training Title** | **Topic** | **Institute** | **Country** | **Location** | **Year** | **Duration** | | CCNA . | Router,Switch,IP design,VLAN, LAN ,WAN . | local academy under BUET . | Bangladesh . | Khulna . | 2005 . | 8 months . | | RedHat Certified Engineer(RHCE) . | Linux/Unix adminstration,Server configuration(DNS,MAIL,DHCP,FTP,SAMBA),Security,awk,shell scripting . | BASE (center of RedHat) . | Bangladesh . | ,Shuvastu Tower,Panthapath . | 2006 . | 3.5 months . | | GSM System Engineering . | System survey,BTS installation & configuration ,traffic analysis,BSC,MSC configuration idea,VLR and HLR concept,Channel,Problems in GSM & CDMA,Radio planning,access network,MW,SDH,PDH . | CSL . | Bangladesh . | Dhanmondi 27 . | 2006 . | 2 months . | | ORACLE DBA 91 . | SQL,Funda1,Funda2,Performance Tumimg . | Ibcx-Primax . | Bangladesh . | Dhanmondi . | 2009 . | 4 months . | | PMP Exam Preparation course . | Project management . | Bdjobs with PMBOOK by PMI . | Bangladesh . | . | 2013 . | 12 . | |

|  |
| --- |
| **Professional Qualification:** |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Certification** | **Institute** | **Location** | **From** | **To** | | Oracle 9i DBA Fundamental 1 (OCA) . | US Software . | Dhaka . | April 20, 2009 . | April 20, 2009 . | | TELLIN-IN(Install and configure of IN node) . | Huawei Thailand Training Center . | Bangkok . | May 12, 2008 . | May 31, 2008 . | |

|  |
| --- |
| **Specialization:** |
| |  |  | | --- | --- | | **Fields of Specialization** | **Description** | | * LAN/WAN * Linux * Linux-based Mail Server * MS SQL Server * Oracle * PHP * Switches/Routers * Windows XP/2000/ME/98 * Windows 2000/2003 Server(s) * Web Services   . | . | |

|  |
| --- |
| **Personal Details :** |
| |  |  |  | | --- | --- | --- | | Father's Name | : | MD.Muhiuddin Fateh | | Mother's Name | : | Mrs.Nasima Begum | | Date of Birth | : | July 11, 1983 | | Gender | : | Male | | Marital Status | : | Unmarried | | Nationality | : | Bangladeshi | | Permanent Address | : | Vill:Kanchona ,Thana:Satkania ,Chittagong | | Current Location | : | Dhaka | |

|  |
| --- |
|  |