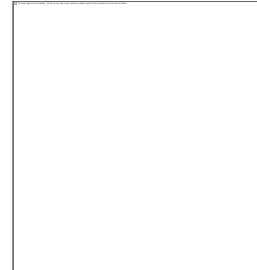


Applied For: **Virtual Assistant (for our Sylhet Office so You must be living in Sylhet)**

Last Updated : **December 28, 2017**

## **MD. MAMUN HOSSAIN**

Address: House No – 47, Road No – 12, Merul Badda, Dhaka-1212  
Home Phone: +8801962400849  
Mobile : +8801716042836  
email:hossain\_21@yahoo.com, mamun3188@gmail.com



### **Career Objective:**

To serve such an organization where I can devote my full effort and experience to achieve the goal of the company and take the job with the great sense of honesty, responsibility as well as enjoy the challenge of new situations.

### **Career Summary:**

Completed BSc Engi. in Computer Science and Telecommunication Engineering

### **Employment History:**

**Total Year of Experience : 6.8 Year(s)**

#### **1. IT Lead Engineer ( December 1, 2017 - Continuing)**

##### **Banglalink Digital Communication Limited**

Company Location : Gulshan-1, Dhaka, Bangladesh  
Department: Information Technology

##### **Duties/Responsibilities:**

1. Lead and Ensure preventive and corrective maintenance of IN-VAS Services IN, Balance Recharging services (EVoucher, Scratch Card), Messaging services (SMSC, MMSC Digital Messaging), WAPGw, USSDGw, other VAS services and take preventive and corrective maintenance.
2. Administrative, plan and Execute WO and Perform Business requirement and configuration accurately in all IN-VAS associated nodes like Ericsson CS-5, EVoucher, Ericsson VS and VAS services to ensure timely and accurate product launching as per marketing need.
3. Lead, Guide and oversee customer complaints are fixed within stipulated timeline across DSS domain and maintain agreed SLA.
4. Oversee the Service, CP related issues and co-ordinate with CP vendor for timely resolution.
5. Manage different DSS vendors to rectify and isolate faults, timely resolution of trouble tickets, and installation of correction packages, upgrade packages etc. while not impacting running services.
6. Deliver required support for project rollout, participate in UAT, and finally take project handover from Project team conforming all the compliances and standards.
7. Ensure strict compliance with SOX & ITGC security guideline and mitigate defects as per audit outcome.

Experience On:

Ericsson IN CS-5.0

VAS Nodes: MFS, SMSC, WAP-GW, MMSC, Business Tool(SAP), EVoucher, MCA-VMS, USSD, Call Block

Projects:

EVoucher migration from 4.x to 6.x platform of Comviva - 2017.

Ericsson-IN upgradation project 2016.  
SMSC Upgradation project 2015.  
SMSC Upgradation project 2013.  
NSN-IN to Ericsson IN migration Project 2013  
MCA expansion project 2014.

2. **IT Specialist Engineer ( February 1, 2015 - November 30, 2017)**

**Banglalink Digital Communication Limited**

Company Location : Gulshan - 1, Dhaka

Department: Information Technology

**Duties/Responsibilities:**

1. Service KPI Report generation from SAP & system monitoring.
2. Add partition & data file, Purge old data, rebuild and create indexes for VAS services database.
3. Facilitate and supervise Hardware and Software installation of the new system.
3. S/W level configuration/administration and troubleshooting for CCN, SDP, AIR, VS, MINSAT, EMMOL, EMMFE, OC Nodes
4. Provisioning and administrating subscribers through MINSAT
5. Configuring EMMOL to connect various third party protocol with Charging System
6. Managing CDR and Dump files through EMMFE for concerned stakeholders
7. Configuring OpenCode system to allow USSD and IVR functionality
8. Fault Management, alarm resolution & system monitoring management
9. Develop tools and monitoring scripts for IN/VAS platform using Perl and Shell Scripts
10. Ensure end to end project support
11. Daily Backup checking and recover data on emergency basis.
12. Support 3PP managed services with 3rd Party.

3. **IN-VAS Junior Engineer ( December 20, 2012 - January 31, 2015)**

**Banglalink Digital Communication Limited**

Company Location : Gulshan-1, Dhaka

Department: IN-VAS Operation

**Duties/Responsibilities:**

- System level Troubleshooting, Configuration & Administration.
- Performance analysis, fault management & daily O&M.
- Service KPI Report generation from SAP & system monitoring.
- Add partition & data file, Purge old data, rebuild and create indexes for VAS services database.
- Daily Backup checking and recover data on emergency basis.
- 2nd line support for complain handling.
- Support Project roll out from O&M side.
- Support 3PP managed services with 3rd Party.

4. **Technical Support Engineer(IN-VAS) and WiMAX Core Network ( March 20, 2012 - December 17, 2012)**

**ZTE Corporation Bangladesh Ltd.**

Company Location : Concord I-K Tower, Plot # CEN(A)-2 3rd Floor, Unit

Department: After Sales

**Duties/Responsibilities:**

1. Technical support for IN-VAS product such as MCA, VMS, SMSC and etc., including site survey, installation, commissioning, integration, upgrading and maintenance.
2. Be responsible to handle the technical problems occur in the network and report troubleshooting support to customer.
3. Monitoring and emergency troubleshooting.
4. On-site technical support with customer engineers, and provides customer guidance and technical training.
5. Ensuring IN & VAS systems are 99.9% available for accuracy of charging and data efficiency.
6. Reporting on the performance of the IN & VAS network elements, statistics reports on usage of services.
7. Products & tariffs configuration, testing and release to subscribers.

8. Reporting on the performance of the Core Network elements.
9. KPI monitoring and statistics reports on Quality and Usage of the network services.
10. Keep good relation with clients. Support Clients.

#### 5. **Software Engineer and IT Executive ( February 1, 2011 - March 15, 2012)**

##### **CloudCoder**

Company Location : Moddho Baddha, Dhaka

Department: Software Development

##### **Duties/Responsibilities:**

Design, maintain and developing web sites.

Collecting Data from Clients.

Support HR Manager.

Support System Analyst.

#### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
BSc Eng. in Computer Science and Telecommunication Engineering	Telecommunication	Noakhali Science and Technology University	CGPA:3.3 out of 4	2010	4 years
HSC	Science	Shaheed Syed Nazrul Islam College	CGPA:4.3 out of 5	2005	2 years
SSC	Science	Gohail Kandi High School	CGPA:4.31 out of 5	2003	-

#### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Certified Information Systems Auditor		New Horizons	Bangladesh	Dhaka	2017	40 Hours

#### **Professional Qualification:**

Certification	Institute	Location	From	To
RHCE	Red Hat	Dhaka, Bangladesh	September 25, 2017	September 25, 2020
RHCSA	Red Hat	Dhaka, Bangladesh	June 2, 2017	June 2, 2020

#### **Career and Application Information:**

Looking For	: Mid Level Job
Available For	: Full Time
Expected Salary	: Tk. 30,000
Preferred Job Category	: Bank/Non-Bank Fin. Institution, IT/Telecommunication
Preferred District	: Chittagong, Comilla, Cox's Bazar, Dhaka, Feni, Gazipur, Mymensingh, Narayanganj, Netrokona, Noakhali
Preferred Country	: Germany, Japan, United Kingdom, United States, Australia, Canada
Preferred Organization Types	: Banks, Telecommunication, College, Software Company, IT Enabled Service, ISP, Computer Hardware/Network Companies, Engineering

## Firms

### **Specialization:**

Fields of Specialization
<ul style="list-style-type: none"> <li>• MySQL</li> <li>• Cisco</li> <li>• Linux</li> <li>• Linux-based Mail Server</li> <li>• Oracle</li> <li>• Oracle Application Server</li> <li>• Sybase</li> <li>• Unix</li> <li>• Unix Shell</li> <li>• Windows 2000/2003 Server(s)</li> </ul>

### **Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium

### **Personal Details :**

Father's Name : Md. Maqbul Hossain  
 Mother's Name : Manoara Begum  
 Date of Birth : December 31, 1988  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : 124 Gohail Kandi primary school road, Mymensingh - 2200  
 Current Location : Dhaka

### **Reference (s):**

<b><u>Reference: 01</u></b>		<b><u>Reference: 02</u></b>	
Name	: Phd. Mohammed Humayun Kabir	Jubayer Ibna Kalam	
Organization	: Noakhali Science and Technology University	Banglalink Digital Communication Limited	
Designation	: Associate Professor	Operations Manager	
Address	:	Gulshan – 1, Dhaka	
Phone (Off.)	:		
Phone (Res.)	:		
Mobile	: +8801814405238	+880 1926662381	
EMail	: hk269@hotmail.com	jikalam@banglalinkgsm.com	
Relation	: Academic	Professional	