

MUHAMMAD BILAL.

OBJECTIVE: To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

WORK HISTORY: **Performance Management Engineer: Nokia (Telenor Project), Islamabad, Pakistan.**

March 2022 to Till Present.

Following are key areas of my Job description:

- Performing daily/weekly/quarterly analysis of Huawei CBS, VAS, SMSC and USSD stats and sharing abnormal trends with concerned teams for rectification by investigating KPIs and counters.
- Integration of Huawei CBS counters with Nokia Netchart for automation of daily KPI reports.
- Setting and maintaining weekly, monthly and yearly VAS KPI targets with platform owners.
- Generating weekly, monthly and quarterly level network KPIs trend reports, including exclusive reports over Eid festivals for top management.
- Effectively archiving historical data to fulfil any analytical or statistical analysis request at adhoc basis.
- Hands on experience on major VAS platforms including MFS, SMSC, EVC, and RBT.
- Routine DB health checks, issues, performance related tasks etc.
- CBS & Subscribers Statistics/KPI's Reporting and highlighting degradations for further analysis and follow up with concern teams till resolution.
- Risk Analysis of VAS related Entities.
- Traffic Trend Analysis of VAS Related Entities.
- Traffic Optimizations on Time-to-Time Basis (Especially on Events like Eid, Moon sight etc.)
- Composing dashboards, templates, and queries in network performance tools for efficient network surveillance.
- Monitoring impact of migrations, upgrades, new features and ensuring such activities does not impact the QoS.
- Enhance visibility of Network performance to customer management through introducing multiple dashboards using MS Excel and PowerBI.
- Coordination with USF for reporting and data sharing on monthly and Quarterly basis.
- Presentations for higher management.
- Degradation analysis for customer's management.
- Presentation briefing to customer.
- Technical support to NOC team.
- Big data handling and calculations.

**Holding a dual role at Syscom as Incident Commander and NOC Executive Engineer
At Syscom.**

Incident Commander, Syscom, Islamabad, Pakistan

March 2020 to March 2022.

Following are key areas of my Job description:

- Resolving IT production incidents in 24/7 environment using standard incident management processes, simultaneously maintain smooth communication with line managers at all levels of status, impact and resolution actions (RCA).
- Tracking of issues with tools like Opsgenie, Jira and Zendesk followed by generation and timely addressing of trouble tickets as per the SLA.
- Development of daily, weekly and monthly team progress reports along with SLA measurement report to identify the gaps, learnings and way forward.
- Assisting stakeholders with effective and timely technical support on one platform throughout the process of high priority ticket/issue resolution.
- Coordinating in a hassle free and smooth manner with stakeholders through infrastructure analyzing and application environment with the help of monitoring tools.
- Bridging gaps between clients, support teams and senior management by developing and maintaining a clear and direct communication channel.
- Avoiding any breach of SLA by ensuring that IT Teams are following all SOPs during incident management process.
- Running a thorough analysis of incident data for trending purposes while harnessing it to minimize risk of incidents and improve service delivery.

NOC Executive Engineer Syscom, Islamabad, Pakistan

May 2019 to March 2022.

Following are key areas of my Job description:

- Troubleshooting and monitoring all servers, network devices/switches & all application process/services running in various servers through Infrastructure Management System tool and perform required actions of reporting and logging.
- Level one support of Database, Health check of Database Oracle 13c, Monitoring of OEM and X-Shell.
- Monitor database backup daily, disk spaces, table spaces, look for errors and changes in developed scripts for cronjobs and housekeeping if required.
- Kept system at maximum uptime through proactive oversight and scheduled maintenance.
- Responsible for handling first level troubleshooting issues and health checks.
- Handled responsibilities of providing 24x7 networking support in production environment.
- Fault Escalation and Trend analysis as per customer SLA (Jira and Opsgenie).

- Generation of Trouble Ticket, to ensure that all the Trouble Tickets (TTs) were handled as per the SLA.
- Reconciliation and Reporting of Live and Trail Bill with support of QA team.
- Trend analysis of BSS, PCRF, OCS and CAPs license.
- Governance of Reports, monthly, weekly and daily team progress and SLA measurement report.
- Trained Team members in all technical aspects if required, update policy procedure and troubleshooting guidelines, SOP/Documentations against all issues raised.
- Prepare weekly dashboards and daily performance reports of all the escalations, activities and outages.

Sr. Tech Support Engineer, Teralight , Islamabad

March 2016 to April 2019

- Project Manager of Batelco-Bahrain & Ooredoo-Oman.
- Providing Technical Support and assistance to Clients managing all aspects of project to ensure smooth and effective services provision.
- Fraud Detection and Prevention to attain Revenue Assurance for Clients ranging from Telecom Operators to Regulatory Authorities across the Globe.
- Monitoring of Grey traffic to attain efficient and optimized Routes Utilization.
- Working with different types of Network Frauds and well versed with major telecom terminologies.
- CDR Analysis for detection of fraudulent trends in a network.
- Expert in Test Call Generation (TCG) mechanism setup.
- Good hold in deployments of Teralight Fraud Management System (FMS).
- Exceptional understanding and familiarity with SIP network compliance.

PROFESSIONAL SKILLS:

OFFICIAL SOFTWARE

BICP
IOM Portal
NetAct
EMS
Opsgenie
Jira
Zendesk
Slack.
MS Office.
AutoCAD.

PROGRAMMING LANGUAGES

C, C++
MATLAB.

FINAL YEAR PROJECT: DESIGN AND SIMULATION OF UWB ANTENNA FOR MOBILE APPLICATION WITH BAND NOTCH CHARACTERISTICS

The objective of our project was to implement a low cost, reliable and to design a compact antenna that overcomes on size problems of the antenna. Scope of this project is to design, simulate, fabricate and observe the properties of wide band long-term evolution of CPW-fed antenna with band notched characteristics. The project gave a resolution of the size problem of the antenna for UWB applications Narrow frequency band notch has been created to cover the desired frequency and the required UWB bandwidth is also acquainted.
