

CURRICULUM VITAE

Name: **ZAKI HAFEEZ MALIK**

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Objective:

To seek a challenging position in a progressive organization with an aim to contribute positively towards the objectives of the organization to the best of my capabilities and to develop my professional skills.

Experience:

I have approximately 07 years of working experience in Telecommunication sector. I have a strong Engineering background with good communication skills. I possess first class analytical & problem- solving skills with complete dedication to maintaining high quality standards.

Nokia Pakistan

(From 01 August 2018 _ 31st MAY 2021)

Radio Access Network (RAN) SLM (Configuration Management) Engineer at ZTE Equipment

Working in Zhongxing Telecom Pakistan (ZTE) as Configuration Management (CM) Engineer level 2

(GSM/UMTS/LTE) at MS Telenor Pakistan Head office (345) Islamabad.

CM-Engineer Job Responsibilities:

- Routine Sites backups
- Alarms Monitoring and troubleshooting of sites.
- Ping Test for site's Connectivity (GSM/UMTS).
- Check VSWR status for GSM, UMTS sites.
- Software management perform on Site through Net Numen.
- Check E1 on GSM sites.
- Provide Technical support to field teams to sort out the problems for better result.
- RETs configuration.
- Perform Software update tasks on Control Cards (CC) and also imports MO files.
- Check KPIs like Traffic (GSM/UMTS), TCH Availability (GSM), Cell validity (UMTS), Packet loss (GSM/UMTS).
- New site Expansion (GSM OMCR/OMCB).
- TRX Expansions at OMMR and OMMB.
- MAR'S Implementations (2G,3G, LTE).
- Swap activities for sites (GSM, UMTS).

- Perform RET Configuration.
- Network Blocking/unblocking.
- PA balancing of sites.
- Tagging.
- 1588 Clock Source rectification.
- vMME/vSGSN of Sites.

Ericsson Pakistan

(11th November 2014 – 31st July 2018)

Assistant Team Leader (Core Surveillance Engineer)- MS WaridTel Pakistan.

Core-Engineer Job Responsibilities:

- Monitoring and managing Core network alarm events, service outage, customer complaints and monitoring of network performance consistently. This also includes providing escalation and notification of Minor, Critical and Major incidents/outages.
- Alarm monitoring of the complete Core nodes (BSC's, HLR's, MSS's, MSC's, MGW's, STP's) of GSM network of Warid Telecom at Network operating center (NOC).
- Alarm monitoring of UDC technology HSSF01/02 ,HLRFE01/02 and STP03/04 using CUDB.
- E1s route testing, C7 links testing/management of signaling links between network core nodes.
- Performing routine maintenance of MSC, MSS/HLR, BSC and associated equipment; (i.e. Dumps/Test loads/corrections handling, Size Alteration Events, SAEs & resolved H/W CP faults and S/W issues).
- Perform Network Optimization through careful observation of its performance and statistics to meet KPI's.
- Maintenance of EIR, along with Third Party solution like ZTE Net Numen GUIbased.
- Resolution of trouble tickets raised by Customer / other Teams using trouble ticketing Tool.
- B-number Analysis.
- Report generation from CORE system as per customer requirement.
- To monitor/troubleshoot alarms on MGW through ALV.
- Providing Technical support to regional teams for O&M support whenever required.
- Coordination with different departments e.g. Transmission, Field Ops etc. for the rectification of the media related alarms. To perform AP/CP Backup and Health Checks of Core nodes to determine network status.
- Performance measurement of KPI (Key performance indicators) stats for all Core Nodes, maintaining call rejection, MGW's stats, TCH Utilization, SDCCH Drop/Mean holding time and Traffic Congestion under specified Threshold using Business Object (BO) and Eniq Reports.
- To perform Health Checks of Core Nodes.
- To maintain and troubleshoot different routes along with their IP sigtran or C7 signaling links.
- To make different reports for analyzing network nodes like call rejections, stats of MGW, STP's etc.
- Provide level 1&2 support for Managed Services.

Assistant Team Leader Network Operating Center (NOC) Job Responsibilities:

- Responsible to manage incidents, issues and outages of the Network.
- Responsible for coaching of Front Office engineers of any new requirement / Process implementation.
- Responsible to coordinate and follow up with Shift Leaders, Support the shift engineers especially during critical issues.
- Supports escalations during critical outages.
- Responsible for direct coordination with Back Office, Field Maintenance, Customer Service and other teams regarding network concerns.
- Responsible for implementing uniform organizational processes.
- Suggests to Front Office Manager for any improvement / tool for Operational improvement if needed.
- Escalation and Coordination with management in case of critical outages.
- To help in rolling out and establishment of any new NOC processes.
- Provide level 1&2 support for Managed Services.
- To take appropriate action on trouble tickets related to Ericsson nodes and RBS.
- Make sure that the dimensioning parameters were set correctly for the different network elements for traffic.
- LTE related issues, enodeB outages and troubleshooting.
- Authorized to escalate to managers for any technical support constraint.
- Authorized to interact efficiently with concerned persons to resolve problem ASAP.

BSS Engineer 2G/LTE (Team Leader BSS) Job Responsibilities:

- Management of the cell sites of the complete network like cell restrictions/Halting, CV loading of LTE sites, Faults rectifications S/W loading and critical alarm handling, RBS6000, RBS2000, 2nd level troubleshooting.
- Surveillance of centralized network nodes alarms, escalation, trouble shooting and their rectification.
- Coordination with different departments e.g. Transmission, Field Ops etc. for the rectification of the media related alarms and issues.
- Monitoring, escalation and troubleshooting of BTS related alarms, errors and events.
- Coordination with the "Back Office" for the second level resolution of the alarms.
- Support field maintenance engineer during the planned/emergency activities.
- Work Order Handling.
- Outage report preparation for presentation to management on daily basis.
- Expertise of alarm monitoring (2G/ LTE) sites.
- Expertise of making CTO reports and more than 03 hours reports.
- Outage audits of (2G/LTE) sites.
- Knowledge of halting/Unhalting of (2G/LTE) sites.

Professional Trainings:

- Training on GSM System Survey.
- Five phases of mastering work flow (Project Management)
- 4-days, basic training comprising the complete introduction of hardware hierarchy and operations of Ericsson Mobile Switching network.
- Anti Corruption.
- Security sally.
- Grow to care by **schuitema**.
- Data privacy.

Professional Tools:

- **Ericsson OSS** (Operations Support System).
- **Trout** (Trouble ticketing Tool).
- **Ericsson OPS** (Operations Procedure Support).
- **Ericsson CHA** (Command handling) & **Win FIOL**.
- I Manager **M2000**, Huawei **BSC6000** and BSC3200 LMT.
- **BO, ENIQ** for KPI stats monitoring.
- ASR and B-Number Ratio, CS1 +, MGW Success Ratio Detector, MGW Context Seizure Detection, ASR and CSSR Monitoring, SMS+SCCP Success Rate and EIR Client.
- Ericsson **MSDP**.
- **EdgeE1** tool.
- Dolphin.
- ZTE Professional tool (Net numen EMS01, EMS02, EMS03 & ICM)

Computer Skills:

- Proficient in Windows 98 ,2000, XP, 10.
- Working knowledge of Microsoft Office (Word, Excel & Power Point).
- Basic Programming Language C++ for (Arduino) microcontroller.

Projects:

- Installation of Telenor site (Project management).
- Construction of Pine Hills hotel at Nathiagali (Project Management).
- PTCL FTTH Project (Project Management).
- Managed Services Telenor Project Pakistan.
- Managed Services Waritel Project Pakistan.

Educational Qualifications:

Institutes	Year	Course Studied	Qualification
• SZABIST (Shaheed Zulfiqar Ali Bhutto Institute Of Science & Technology), Islamabad, Pakistan	2020	• Masters in Project management	• MPM
• COMSATS (Institute of information & technology), Abbottabad, Pakistan	2014	• BS Telecommunication & networks	• BS (TN) (Bachelors of Telecommunication & Networking)
• Emerson Group of Colleges, Abbottabad. Pakistan	2010	• Science (Pre-Engineering)	Intermediate
• Army Public School, (P.M.A), Kakul, Abbottabad, Pakistan	2006	• Science	Matriculation

Achievements:

- Event management coordinator (Certificate from Comsats).
- FIT international conference at Serena, Islamabad (Organizer).
- Techno moot projects exhibition of universities at Comsats (Organizer).
- Usher (Comsats).
- Cricket certificate (From school) & Squash certificate (Tehsil level).

Hobbies and Interest:

- Internet surfing
- Cricket & Squash
- Comparing in University events

Personal Details:

- **Father's Name:** MUHAMMAD HAFEEZ MALIK
- **Domicile:** Abbottabad
- **Date of Birth:** 7th February 1990
- **Marital Status:** Single

Reference: Will be provided if asked for