**Mohsin**

**Objective**

 Proficient, sharp and a good team player with competent experience in NGN Voice Core network of a leading Triple Play Service provider. An expert of **VoIP**, C4, C5 and PABX exchange switches, Linux based servers, possess a sound knowledge of **NGN**, **enterprise networks**. Moreover I had worked on **Power Monitoring system WSN using Zigbee** and also done major project of automated car parking system.

**Professional Experience [5 years]**

* **NAYATEL Pvt Ltd** Operations Engineer **June-2014 – Feb-2016**
* **APCOMS** Lab Engineer APCOMS **Aug-2012 – May-2014**
* **Roots international public school** Network Administrator  **Aug-2010 – July-2012**

**Asterisk based VoIP Exchanges and Call centers**

* IVR implementation and modification, Adding Extensions, Queues and Trunks
* Bash Scripting and Task Automation, Database administration, Dial plan creation and modification
* Call recording and VAS development, Interfacing asterisk with an external database
* Hosted PABX configurations, SIP POTS, SIP Trunks, Audiocon room configurations at Bicom switch,
* Implementing security and firewall
* SIP based customized voice solutions

**Huawei SoftX3000 & Huawei UMG8900**

* Support Engineer in commissioning and installation of Huawei SoftX3000 and Huawei UMG8900
* Performed Acceptance Testing of all the Nayatel voice services
* Possesses a sound knowledge of Boards and logical structure
* Planning and Execution of Migration plan from Alcatel MGC to Huawei SoftX3000
* Provisioning of voice services(VSBR, MSBR, PRI, SIP Trunk), SIGTRAN link configurations
* Provisioning and O&M of SS7 E1 interconnect links with multiple carriers, CDR analysis on iGWB
* Implementation of Toll free, UAN and PRS numbers, Charging, Routing and prefix processing
* Performance monitoring of interconnect links and traffic distribution, License up gradation
* Troubleshooting of all service level, mapping, and dialing issues of Voice services

**Soft Skills & Expertise**

* Proficient at **MS Office**, Fluent in English and Urdu with good communication skills.
* An expert in Business Support, Professional verbal and Email Coordination with Interconnects and Vendors.
* Team oriented and Good Leadership skills, Conflict resolution, and Time management skills.
* Strong habit of building interdepartmental working relationships.
* Strategic thinking with long term planning, ability to meet expectations of SLA customers.
* Team Player with a Can-Do attitude, Good Communication and Interpersonal skills.
* Excellent communication with customers with strong convincing power.
* A sound knowledge of Mobile communication standards **(1G, 2G, 3G, 4G LTE)**
* **FIBER TO THE HOME(GPON,BPON), ONT, VLAN** creation, **ACL** and Network designing.
* Designed an **IP to TDM gateway** for termination of a **PRI**, carried over **IP**.

**Projects**

* Power Monitoring System using WSN Wireless Sensor Network Zigbee. ( HEC funded project )
* Automated Car parking system. ( HEC funded project )
* Design, Planning and Implementation of CCTV for FAFEN for Local Body Election Monitoring
* POTS and SIP-POTS migration from Alcatel E10 SS to Huawei SoftX3000
* Automation of Call Recording of Nayatel Support Call Center with FTP Server.

**Professional Trainings Attended**

* **CCNA Routing and Switching**
* **CCNA Security**
* **Basic to Advanced Linux** objective was to learn Directory Structure, Performance monitoring, Linux File System types and permissions, Network & Interface configuration, Route Management, User and Group Management, DNS & NTP Services, Run Levels, Init scripts, Firewalls, Task automation, Package installation(rpm, source, yum).
* **Advanced NGN Architecture**
* **Customer Service Training** Objective of the training was to enhance the coordination skills of participants. Contents included how to greet the customer at phone, listen, understand his problem, and try to calm him an angry customer with positive talk.

**Achievements**

* Transferred from Technical Assistance Center to NGN because of excellent performance.
* Got 10 Best Customer Services Awards from Nayatel (Pvt) Ltd because of best customer handling.
* Selected employee of the year in 2015.
* Got Shinning Star award at Nayatel.
* Selected as a Lab Engineer (Researcher) for electronics and communication Lab.
* Manage internal networking of Roots in all branches in Islamabad.

**Education**

* **BS Electrical Engineering**  3.37 CGPA

University of Engineering and technology Taxila

* **FSc. Pre-Engineering**  (1st DIV)

Board of Intermediate and Secondary Education, Abbottabad

* **Matriculation**  (1st DIV)

Board of Intermediate and Secondary Education, Abbottabad

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