



Sami Meadad Choudhury

IT & TELECOMMUNICATION PROFESSIONAL

ABOUT ME

Experienced IT & Telecom professional with over 15 years of experience in the global telecom industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

PERSONAL DETAILS

- ◆ Address: Flat:4B, House#15, Road#13, Sector#6, Uttara, Dhaka.
- ◆ Mobile: +880 1711 238 048
- ◆ Father: Bodiuzzaman Choudhury
- ◆ Mother: Baby Mursheda Choudhury
- ◆ Date of Birth: 9th November 1980
- ◆ Marital Status: Married
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PROFESSIONAL WORK HISTORY

DEPUTY MANAGER, ITP, VC & SMSC, ADN TELECOM GROUP (ISP, IPTSP & SMSC PROVIDER). OCTOBER 2020 TO JANUARY 2021.

- Responsible for the overall management, planning, developing, daily maintenance, and directing the implementation of the entire IPTSP Telecommunications Networks including in-house developed Class-5 Soft-Switch & Billing Portal, Media Gateways, Telephone PBXs & Voicemail, and Telecom VAS Systems.
- Maintain a daily communication with BTCL and other ICX for call performance and interconnection issues.
- Serve as lead on the design and implementation of a new IP telephony service ensuring maximum survivability and Quality of Service (QoS) is attained and maintained.
- Responsible for daily maintenance and troubleshooting such as adds and changes on the IP Telephony Billing systems and ensure new services are created on time and exiting customers' services are terminated promptly.
- Responsible for working with Access Network Operators (ANS), Interconnection Exchanges (ICX), and long-distance carriers (IGW) to ensure the clients get the most reliable service available at the most economical value.
- Supervise & train all telecom engineers so that they can give maximum productivity.

DEPUTY MANAGER OF PLANNING & ENGINEERING, MIR TELECOM GROUP (IGW, IOS & ICX). JANUARY 2018 TO JUNE 2020.

- Devoted special emphasis on punctuality and worked to maintain an outstanding attendance record, consistently arriving to work ready to start immediately.
- Developed team communications and information for internal and external meetings.
- Applied performance data to evaluate and improve operations, target current business conditions, and forecast needs.
- Devised, deployed, and monitored processes to boost long-term business success and increase profit levels 30%.
- Eliminated functional bottlenecks by streamlining communication channels between management and employees.
- Set, enforced, and optimized internal policies to maintain efficiency and responsiveness to demands.

PROFESSIONAL PROFILE

- ◆ Business-focused and performance-driven engineering professional with more than 15 years of extensive experience in the booming telecom industry.
- ◆ Objectives-oriented, high-achieving professional in the implementation of fixed and mobile telecom core network projects.
- ◆ Strong problem solver with good analytical skills and vast experience in operation, maintenance, and troubleshooting of telecom core network equipment.
- ◆ Extensive experience of leading multinational expatriate workforces.
- ◆ Experienced negotiator with sound communication skills and the ability to represent the serving organization externally and internally.
- ◆ Self-motivated individual, with a high level of energy and enthusiasm. Honest and hardworking, with a passion to achieve certain objectives and consistently deliver results.

AREAS OF EXPERTISE

- ◆ Project Management.
- ◆ Teamwork & Leadership.
- ◆ Process Development.
- ◆ Performance Improvement.
- ◆ Task Delegation.

- Established and administered an annual budget with effective controls to prevent overages, minimize burn rate, and support sustainability objectives.
- Engaged in both long and short-term project planning, strategizing for on-time, high-quality deliverables.
- Managing project tasks in coordination with Transmission, Datacom, IT, Marketing & NOC teams.
- Performed as a point of contact for project administrators and managers focused on the timely and successful completion of full lifecycles of assigned projects.
- Maintained documented and presented progress reports to the upper management.
- Review the change plan and ensure its adherence to standards.
- Participate in Change Advisory Board (CAB) to review and approve changes across the organization.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

ASSISTANT MANAGER OF PLANNING & ENGINEERING, MIR TELECOM GROUP (IGW, IOS & ICX). JANUARY 2014 TO DECEMBER 2017.

- Leading a team of experienced engineers responsible for the network planning, deployment & optimization on a national level.
- Resolved technical problems in order to secure improved operations and provide exceptional client support.
- Worked with carriers and suppliers to understand their needs and provide required telecom services.
- Conferred with customers each day to maintain a current understanding of needs and preferences, resolve issues, and promote Mir Telecom brand loyalty.
- Conduct network optimization through day-to-day practice to enhance the Quality of Service in both IP and TDM networks.
- Initiated service level agreements and performance monitoring with the major telecom giants such as AT&T, VODAFONE, DIGI, and TELEFONICA, etc.
- Monitored social media, online sources for recent industry trends.
- Increased customer satisfaction by resolving IP & TDM voice-related issues within the SLA period and provided excellent customer support.
- Assessed new employee skills and strengths to provide customized training on Mir Telecom IGW and IOS Network.

SR. SYSTEM ENGINEER OF CORE NETWORK, MIR TELECOM GROUP (IGW, IOS & ICX). FEBRUARY 2012 TO DECEMBER 2013.

- ◆ Strong Decision-Making Capabilities.
- ◆ Negotiation.
- ◆ Training.
- ◆ Technical Troubleshooting.
- ◆ Telecom Equipment.
- ◆ VOIP Technologies.
- ◆ TDM & IP Voice Communication.
- ◆ Network Architecture Design.
- ◆ Hardware Installation & Configuration.
- ◆ Network Integration.
- ◆ SS7, SIP & H.323 Signaling & Protocols.
- ◆ Log File Analysis.
- ◆ Client/Server Platform.
- ◆ Linux & Windows Server Management.
- ◆ Programming Languages such as C, C++, PHP, Visual Basic, Python, etc.
- ◆ RDBMS with MS SQL Server, MySQL & MS Access.
- ◆ Front-end web development with HTML, CSS & JavaScript.
- ◆ Back-end web development with PHP & MySQL.
- ◆ Network monitoring and packet tracing with Wireshark & Cisco Packet Tracer.
- ◆ MS Office, MS Visio, MS Project & SPSS.
- ◆ Online content writing and content management.

TRAINING SUMMARY

- ◆ **2021:** AWS Solution Architect Course at Linux Pathshala (Batch No.: AWS-17).
- ◆ **2020:** Redhat Certified System Administrator (RHCSA) Course at Linux Pathshala (Batch No.: RHCSA-186).

- Implemented network migration project composed of 8 STM-1 and 16 SS7 links with Digi, Malaysia within the shortest possible time with zero error.
- Successfully finished the IP & TDM network integration and service delivery project with British Telecom, AT&T, and Digi.
- Successfully delivered the network optimization project for IGW and IOS network.
- Successfully launched 3 new VOS-3000 VOIP Soft Switches on Linux Centos Platform and performed the service delivery to carry transit traffic.
- Actively participated in the traffic migration project in Mir IOF implementation.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Collaborated with different in-house departments for process improvement.
- Brokedown and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Patched software and installed new versions to eliminate security problems and protect data.
- Conduct network surveys and implement the network design for any kind of upgrade and modification.
- Configured hardware, devices, and software to set up work stations for NOC employees.

NSS ENGINEER II, HUAWEI TECHNOLOGIES (BD) LTD. JUNE 2008 TO FEBRUARY 2012.

- Led a team of experienced engineers in the delivery of the Grameenphone ATCA Swap project composed of 6 MSCs, 14 MGWs, and 2 TSSs.
- Led a team of experienced engineers in the delivery of the Grameenphone Traffic Migration Project composed of 50 TDM BSCs and 20 IP BSCs.
- As a site supervisor, successfully delivered the Orascom Telecom ATCA Project composed of 2 MSC, 4 MGWs, and 6 SBCs.
- As a site supervisor, successfully delivered BTCL Dhaka, Feni, B.Barua C&C08 Switching Systems Project composed of 8 Circuit-based switches.
- As a maintenance engineer, resolved core network-related problems, improved operations, and provided exceptional client support to BTCL IP and Circuit Switches, MIR IGW, and GETCO & M&H ICX NGN Network, and Grameenphone GSM Network.
- Increased customer satisfaction and brand value of Huawei by resolving many issues under pressure.

- ◆ **2017:** Linux System Administration & Security, BDNOC, Bogra, Bangladesh.
- ◆ **2016:** iZenBridge Project Management Professionals (PMP) Online Exam Preparation Course.
- ◆ **2015:** Advanced Configuration, setup, and performance enhancement technique with VOS3000 IP-based Softswitch, Mir Telecom Ltd., Dhaka, Bangladesh.
- ◆ **2015:** Javascript Fundamentals, BASIS Institute of Technology & Management, Dhaka, Bangladesh.
- ◆ **2013:** English Language Skilled Development Course, X-Cel, Dhaka, Bangladesh.
- ◆ **2012:** Advanced Configuration, setup, and performance enhancement technique with Class-4 and Class-5 VOIP switch, Mir Telecom Ltd., Dhaka, Bangladesh.
- ◆ **2012:** Veraz-Dialogic Switching Systems, Mir Telecom Ltd., Dhaka, Bangladesh.
- ◆ **2010:** Emerson Power PS48100PS48300/30 system, Huawei Technologies (BD) Ltd., Dhaka, Bangladesh.
- ◆ **2009:** Huawei Next Generation Network (NGN) Switching Systems, Huawei Training Centre, Kuala Lumpur, Malaysia.
- ◆ **2007:** Training on Huawei TELL-IN Intelligent Network Systems conducted by Huawei at Jalalabad Telecom Ltd.

- As a maintenance engineer, 2 case studies have been published by me in Huawei Support Centre (i-Case).
- Participated in several Provisional Acceptance Test (PAT) procedures and meet customer requirements with utmost customer satisfaction.
- Demonstrated proficiency in Linux & Windows Servers, TDM & IP connectivity, and protocols.

CORE NETWORK ENGINEER,
JALALABAD TELECOM LTD. (PSTN OPERATOR).
MARCH 2005 TO MAY 2008.

- Demonstrated proficiency in Linux & Windows Servers, TDM connectivity, and protocols.
- Monitor network KPI and resolve the problems to increase the call quality and performance.
- Second-level technical support to the NOC team.
- Collaborated with the sales and marketing department to define new call plans and packages for new customers.
- Strong communication with existing customers in order to resolve call-related problems.
- Strong communication with vendors and suppliers to obtain an error-free network operation.
- Conducted training for shift engineers in order to secure an expert team effort.

OTHER MAJOR ACHIEVEMENTS

2019

- Successfully prepare and deliver a technical presentation (logical network diagram, technical scope, vendor comparison, etc.) on Mir OTT App Solution to the top management team (CEO & Directors).

2018

- Promoted to Deputy Manager, Planning & Engineering (P&E) Department at Mir Telecom Group for outstanding performance.
- Core Network Planning of Mobile Number Portability (MNP) for Mir IGW & IOS Network.
- Successfully delivered the MNP Implementation Project for Mir IGW & IOS Network.
- Successfully delivered the Interconnectivity & QoS report on Ubertnet (MirNet) IPTSP Service to the top management.

- ◆ **2005:** Training on Huawei C&C08 EV Digital SPC Switching Systems from Huawei Training Centre, Shenzhen, China.

SYSTEM PLATFORM



- ◆ Huawei NGN Platform U-SYS SoftX3000, GSM Platform MSOFT X- 3000.
- ◆ Media Gateway UMG-8900.
- ◆ Huawei U-SYS SG 7000 Signaling Gateway.
- ◆ Huawei External MRS (MRS6000/MRS6100).
- ◆ Huawei Session Border Controller (SBC-2300, SBC-2600, SE-2900).
- ◆ Huawei LAN switch (Quidway S3528G)
- ◆ Router (Quidway NetEngine 08E)
- ◆ Firewall (Quidway Eudemon200)
- ◆ ATCA MSOFTX3000, UMG8900, SG7000
- ◆ C&C08 Digital Circuit Switch

Dialogic

- ◆ Dialogic Soft Switch & IGATES 4000 Pro & 4000 edge.
- ◆ Dialogic Digital Signaling Gateway (DSG).
- ◆ Dialogic IBCF ALG.

- Prepare the RFQ and Vendor Selection Analysis for Mir OTT (Over the Top) Apps Project.
- Prepare the RFQ and Vendor Selection Analysis for ICX SMS Gateway Project.

2016

- Core Network Planning of Mir-FTDL VOS-3000 Network.
- Successfully delivered Mir-FTDL VOS-3000 Network containing 3 Unix-based servers and VOS-3000 Soft Switches with OS (CentOS Linux) Installation, Soft Switch Installation, Network Integration, Call Test etc.

2015

- Planning of Core Network for MIR IOS & IGW network.
- Planning for Traffic Migration Project (Phase-4 & Phase-5) with Digi.
- Successfully delivered the Traffic Migration Project (Phase-3 & Phase0-4) with Digi (A Mobile Operator based in Malaysia).
- Successfully delivered IOF (IOS + IGW) Network Project.

2014

- Promoted to Assistant Manager, Planning & Engineering (P&E) Department for outstanding performance.
- Successfully delivered the Traffic Migration Project (Phase-1 & Phase0-2) with Digi (A Mobile Operator based in Malaysia).
- Successfully delivered VOS-3000 Switching Project for International Transit Trafficking.

2013

- Successfully delivered MIR121 DID/Calling Card Project initiated in the USA.
- Successfully participated in Power Shifting Project for Dialogic Switching Systems.
- Successfully delivered the documentation (C-DOC) of all core network nodes (Softx3000 & UMG8900).

2012

- Joined at Mir Telecom Ltd. (A leading International Gateway Operator in Bangladesh) as a Senior System Engineer (Core Network, P&E) from Huawei Technologies (Bangladesh) Ltd.

2011

- Achieved Best Performance Award for the performance of Grameenphone GSM Network Swap Project.



- ◆ Call trace and protocol analysis by using tracing tools such as Tektronix K-15

EDUCATION:

B.SC. ENGINEERING

- ◆ Major: Computer Science
- ◆ University: East West University, Dhaka
- ◆ CGPA: 3.60 (out of 4.00)
- ◆ Year: 2000 – 2004

Higher Secondary Certificate:

- ◆ Major: Science
- ◆ College: M.C. College, Sylhet.
- ◆ Result: 2nd Division.
- ◆ Year: 1999

Secondary School Certificate:

- ◆ Major: Science.
- ◆ School: Blue Bird High School & College, Sylhet.
- ◆ Result: 1st Division
- ◆ Year: 1997

- Completed UAT Service Test of 6 MSOFTX3000 and 8 UMG8900 during Grameenphone GSM ATCA Swap Project.
- Successfully completed the traffic migration of 50 Ericsson BSC to 50 Huawei circuit-based BSCs.
- Successfully completed the traffic migration of 20 Ericsson BSC to 21 Huawei IP BSC.
- Achieved Provisional Acceptance Certificate (PAC) for 6 MSOFTX3000 & 8 UMG8900 in Grameenphone GSM ATCA Swap Project.

2010

- Achieved Provisional Acceptance Certificate (PAC) for 4 MSOFTX3000 & 6 UMG8900 in Orascom Telecom Bangladesh Ltd. ATCA Project.
- Published two (2) Troubleshooting Cases (NGN) in Huawei Support Centre (i-Case).

2009

- Achieved Provisional Acceptance Certificate (PAC) & Final Acceptance Certificate (FAC) in Getco Telecom Ltd. ICX NGN Project, M&H Telecom Ltd. ICX NGN Project and Mir Telecom Ltd. IGW NGN Project.
- Completed Provisional Acceptance Test (PAT) in Bangladesh Telephone Company Ltd. (PSTN Operation) Dhaka, Feni, B.Barua C&C08 Circuit Switch Project.

2008

- Achieved Best Performance Award for the performance of ICX/IGW NGN Project in Huawei Technologies (BD) Ltd.
- Successful technical delivery of Getco Telecom Ltd. & M&H Telecom Ltd. ICX NGN Project with utmost customer satisfaction.

2005 to 2007

- Member of JTL Number Planning Committee (2 Members) and successfully delivered a standard Number Plan.
- Member of JTL PAT Team and conducted PAT with the vendor (Huawei) and checked all possible services.

