

# Muhammad Inam(BS Engineering, MBA)

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## Education and Career Objective:

I am graduate (Masters in Leadership and Business Administration) from Bentley University, Massachusetts, USA. I am willing to be meaningfully involved in challenging assignments and contribute in all possible ways to the growth of the organization I associate with and take it to enviable position in the world. I own EQ and IQ with such fine balance that it enables me to lead projects and people with trust and empathy.

## Achievements:

- ✚ Bentley University Dean Scholarship Merit Award covering 50% of the tuition fee for my **MBA 2017**
- ✚ **Best Engineering Markets** Award for T-Mobile Inland Northwest **2019**
- ✚ **EOM (Employee of the Month)** in TMUS New England market for Q2/Q4 **2017**
- ✚ Customer Appreciation from **TMUS (TMOBILE USA)** on successfully achieving all the yearly KPIs for UMTS/LTE Network **2014-2015**
- ✚ Customer Appreciation from **STC (Saudi Telecom Company)** on delivery of 'High-tech Optimization' project **2010**
- ✚ Customer Appreciation from **MCCI (Mobile Communication Company Iran)** on delivering the NW Optimization Service in **2009**.
- ✚ Awarded "**Core Team Member Award**" by Huawei in **Q4 2008**.
- ✚ Awarded the **Best Optimization Engineer Award** by Ericsson Pakistan for the successful completion of Gold Mine Project for Warid Network Optimization (**2008**)
- ✚ **MVP (Most Valuable Person)** by Ericsson Pakistan for optimizing the worst cities of Warid Network (**2007**)
- ✚ Worked as a **Lecturer** at **Engineering University Lahore** after graduation in **2005**
- ✚ Awarded the **Merit Certificate** for getting the overall top 6th position out of 300 students in the BSC Electrical Engineering Exams (**2004**)

## Summary of Professional Attributes:

- More than **15 years** of experience in Leading Telecommunication (People Management, Project Management and Network Planning & Performance Management)
- Professional and Meticulous approach to work with well developed interpersonal communications skills.
- Network Dimensioning based on subscriber growth.
- Experience of Rollout new projects, Establish, Operate and Transfer (Radio Network) and the Audit of Radio Networks.
- Strong Technical Skills in RF Planning and Optimization of Radio Networks.
- Customer Relationship management, involving project status reports.
- Identify the Key Performance Indicators and Benchmark against the world 'Best Practice'.
- Able to handle stress and work effectively under pressure.
- Skilled in the use of tools for RF Planning and Optimization.

## Career profile:

Have more than **15 years** of experience as Senior Engineer/Manager with leading roles in the field of telecommunications mainly in Ericsson Network in Optimization, Planning and Technical Support for VoLTE/LTE, WCDMA & GSM (Ericsson mainly, Nortel, Motorola and Huawei). In management acquired experience, monitoring the performance and ensuring the competence development of junior Engineers in the organization to meet the Business Needs. I am a strong advocate of cross-functional teams to cope with the fast-paced environment in the current Telecom industry.

## Expertise:

### Engineering Leadership:

- ❖ **Trust Building** through constant, consistent, honest and authentic communication
- ❖ **Leading change**, with flexibility, coaching and open-door communication
- ❖ **Simplify Engineering Vision** of the company to the front-line staff
- ❖ **Cross-Department** communication and relationship management with Sales, Operations, Regional and HQ teams
- ❖ **Vendors Management** for cost effective solutions and services
- ❖ **Engineering Strategy** to improve customer experience
- ❖ **Partnership with Sales** to enhance the Market Share for T-Mobile

### Telecommunication Leadership:

- ❖ **4G and 5G Roadmap** with Nokia and Ericsson
- ❖ **Licensed Spectrum** Allocation and Swap opportunities
- ❖ **Merger and Integrations Management**
- ❖ **Network Deployment** within Cost, Quality and Speed framework
- ❖ **QOS Improvement Strategy**

## Community Leadership

- ❖ **Leading non-profit** organization to build communities
- ❖ **Public Squash Courts** Project in partnership with Parks and recreation body
- ❖ **Halal Food** Supply chain in USA
- ❖ **Collaboration** with Engineering and Leadership schools in the community to develop future engineers and leaders

## Career History (September 2004 – Present):

### Engineering Manager T-Mobile USA (Full Time): October 2018-Till Date



I am leading a team of Engineers, Project Managers, Construction Managers and Field Engineers who build, maintain and operate T-Mobile Network for the State of Washington and Montana. It's the biggest market in nation in terms of geographical area (200,000 Square Miles) and my role is aligning my team's day to day activities to the company's vision of providing the best 5G Mobile network, everywhere in USA for everyone in USA.

### Sr. RF Engineer T-Mobile USA (Full Time): October 2016-Till Date



I am leading the Following activities:

- ❖ **Market RF performance** Global Optimization Activities
- ❖ **Customer Complaints Resolution** via Radio Network Improvement Suggestions
- ❖ **Market Audits** to use the best practice configuration of the Network
- ❖ **Special Projects/Feature Trials** to improve the Customer perception
- ❖ **Strategic Projects** like congestion mitigation for New-England Market Growth till 2020
- ❖ **Knowledge Sharing** and competence enhancement of RF Engineers

### Market Lead for AT&T Carrier add Optimization: July 2016 –Till Date



I was responsible for the following major items

- ❖ **Pre-launch/post launch** Optimization of At&t **multicarrier (700/850/1900/2100/WCS) LTE/VoLTE** Network
- ❖ **Layer Management/Mobility Management** of the newly added carrier
- ❖ **Parameter Audit** to align with **Gold Standard**
- ❖ **Post-launch** changes to meet the **KPIs** of **accessibility/retainability/mobility** and **throughput**.

### SME for TMOBILE Radio Network Optimization: March 2012-Jun 2016



I was responsible for the following major items

- ❖ Achieve all the **market level Goals** for the KPIs of Voice and Data for all technologies (**Volte/LTE/WCDMA/GSM**)
- ❖ **Global parameter** changes to match the best practice field alerts from the Regional Team
- ❖ **New Features** trials and verification
- ❖ **Drive the RF Team** to achieve goals on clusters' level
- ❖ Resolve **customer complaints** by interacting with all related departments

### LTE Design AT&T: December 2011-February 2012



- ❖ As a part of the LTE Design team, **verified the underlying RF Design** according to Ericsson guidelines.
- ❖ Pinpointed the hot areas for **Capacity addition** based on Traffic prediction.
- ❖ Worked on the **RFDS tool** to create the final site design for implementation team.
- ❖ **Site surveyed** to pass the zoning and acquisition.

### HSPA+ Optimization Consultant at T-Mobile: May 2011-December 2011:



Senior Consultant with T-Mobile Dual Carrier HSPA+ Network Optimization project. Major responsibilities included the KPIs improvement of DC clusters, throughput enhancement through best practices HSDPA features and parameters settings. Special events handling and routine optimization tasks.

## 2G/3G RF Optimization/Design Consultant with Ericsson Saudi Arabia: April 2010-April2011:



Senior Consultant with STC's GSM/UMTS (Multi-carrier, HSPA+) Network "High Tech Optimization Project". Delivery of Network Optimization services, including improvement of Network KPI's for QoS and GoS, HSPA throughput, Capacity expansion proposals for special events and network growth, Coverage improvement plans in the Kingdom (outdoor/indoor) are the major tasks.

## Radio Network Optimization Consultant with Ericsson Iran: April 2009-April 2010:



Senior Consultant with MCCI's GSM Network Optimization Project. Achieving the KPI targets, Competence transfer to MCCI team of Engineers and conducting special projects to optimize the network's performance are amongst the key responsibilities I have. I also finalized the MCCI Optimization Processes. A proposal for UMTS network design was also given to MCCI.

## RF Manager Consultant with Huawei Technologies: October 2008- April 2009:



Responsible for all the optimization activities during the **swap project** which includes, the cell/frequency plan of swapped sites, BSS parameter changes of swapped/new sites, NBR audit and Frequency Retune. To meet the **Contractual KPIs** of accessibility, retain ability and service integrity in order to achieve cluster acceptance was also a part of my role. Team management, internal competence building and Customer Interaction were integral parts of my job. Managed a team of 15 Engineers during this project

## Senior Engineer, RF Optimization at Ericsson Pakistan: Jan 2006- Oct 2008:



I was responsible for the **BSC/Cell level Optimization of around 750 cells** in the **central region of Warid Telecom Multiband Network**. I worked on several projects in the scope of Radio Network optimization. We successfully achieved all the KPIs during the 3 years managed services project.

I have Extensive experience of **Drive Testing** the new/expansion sites and re-homed sites. **Bench Mark Drive Test, Model Tuning Drive Test, GPRS/EDGE testing and the MSS implementation Drive Tests** are the hallmarks of my drive testing experience. I have adequate working experience on the tools like **TEMS Investigation, TEMS Route Analysis, MapInfo and TEMS Cell Planner**.



## Radio Network Engineer at Huawei: Sep 2004- Jan 2006

I was responsible for the roll-out Project Delivery of various Operators in Pakistan. Major Responsibilities were as under

- ❖ **Cell/Frequency Planning** of new Sites and changing the plan for existing sites.
- ❖ To ensure that **KPI of CSSR, DCR, HSR and Speech Quality** are within thresholds.
- ❖ **Drive Testing** of new sites. Issue based Drive Testing
- ❖ **Interface** with other departments like OMC and NSS.
- ❖ **Initial Tuning** of the Sites by modifying various parameters and Link Budget Analysis.

## Tools and Optimization related Software:

- ❖ ENM, EEA, TrueCall, TEMS Investigation, Actix Analyzer, TEMS Discovery and MapInfo, NeXplorer & MCOM.
- ❖ Usage of E/// RNO tools like UE Call Traces, Cell Traces, WNCS, FOX, FAS, NOX, MRR and RPMO.
- ❖ OSS Tools like Citrix/MOSHELL and using MML Commands.
- ❖ Cell Planning Software's (TEMS Cell Planner, ASSET, ATOLL)
- ❖ Business Objects (Data Base Management) for performance analysis, BO universe design to include various variables and formulas based on Radio Network KPIs. SQL queries to extract data from EDW platform.
- ❖ Power BI Dashboards & Executive Reports. Microsoft Excel Macros to automate routine tasks.

## Projects:

- ❖ **5G Launch** in Inland Northwest Market of **T-Mobile USA (2019)**
- ❖ **Congestion Mitigation** Project for T-Mobile **(2017)**
- ❖ **Volte Design & Optimization** for T-Mobile **(2014 till 2016)**
- ❖ **LTE Design & Optimization** for T-Mobile **(2013)**
- ❖ **LTE Design** Project for AT&T **(2012)**
- ❖ **Dual Carrier HSPA+** Optimization Project for T-Mobile **(2011)**
- ❖ **42Mbps** project for STC **(2010)**
- ❖ **High-tech Optimization** Project of STC (biggest operator in KSA) **(2010)**

- ❖ **LTE Design proposal** for STC (**2010**)
- ❖ **Network Optimization** Project for MCCI (biggest operator in Iran) (**2009**)
- ❖ **Radio Network Redesign** Project of Tehran MCCI network (**2009**)
- ❖ **Swap Project** of Nokia to Ericsson in MCCI (Iran) Network (**2009**)
- ❖ **Swap Project** of Mobilink (Pakistan) GSM Network from Motorola to Huawei (**2008**)
- ❖ Iran **Provinces Optimization** and Expansion Project including BARN of province BSCs and global parameters implementation (**2009**)
- ❖ **Radio Network Redesign** Project (Ericsson Pakistan) for the worst cities of Warid Network that included the revised frequency / cell plan using TEMS Cell Planner, NBR Audit on the basis of NCS and MRR, Height Reduction and fine tuning of radio parameters (**2007**)
- ❖ **Managed Services** Project for Warid Network Optimization (**2007**)
- ❖ **Gold Mine Project** (Ericsson Pakistan) for improving all the Radio KPI of Warid Network. The project was based on fine tuning of various Radio Network feature like Power Control, Sub Cell Load Distribution (SCLD), SQI Tuning using the DHA/DYMA parameters, NBR Audit of all BSCs using NCS and HO stats (**2007**)
- ❖ **Height Reduction** Project (Ericsson Pakistan) to bring all the cells in the network to one grid. That helped improve the KPIs of accessibility, retain ability and Service Integrity (**2007**)
- ❖ Brief **Audit of Radio Network (BARN)** for the Central BSCs of Warid Network (**2007**)
- ❖ **AFP** for the remote cities of Warid Network as a part of frequency retune Project (**2006**)
- ❖ Successfully delivered Warid Telecom Phase 4, Phase 5 and Phase 6 projects (**2006**)
- ❖ Telenor Pakistan **UMTS Trial Project**. Bench Mark of Ericsson and Huawei UMTS systems (**2008**)
- ❖ **PTCL (CDMA-EVDO)** project (conducted the field tests) (**2005**)
- ❖ **Undergraduate Project**: Simulation of the third generation communication system: WCDMA The main aspect of this project is to simulate the transmission of voice/text/image through a WCDMA communication system using **Matlab**. (**2004**)

## Professional Trainings and Seminars:

- ❖ Trust Based Leadership Training with T-Mobile Employee Success Partners
- ❖ Ericsson VoLTE Design & Optimization Training
- ❖ Ericsson LTE Radio Network Features
- ❖ Ericsson LTE FDD Design
- ❖ Ericsson GSM Radio Network features
- ❖ Ericsson GSM Radio Network statistics
- ❖ Ericsson GSM Radio Network tuning
- ❖ Ericsson GSM RAN Signaling
- ❖ Ericsson WCDMA P6 Air Interface.
- ❖ Ericsson WCDMA RAN Functionality & Design
- ❖ Ericsson WCDMA RAN Tuning
- ❖ Huawei RNP/ RNO Training.
- ❖ On job Training on CDMA Networks in PTCL (V-phone Wireless Project)
- ❖ QUALCOMM LTE Training
- ❖ TTS LTE Design/Optimization Training

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## Academics:

### **Bentley University, Massachusetts**

Masters in Business Administration –Leadership (In progress – CGPA 3.85)

### **University of Engineering and Technology Lahore, Pakistan**

B.Sc. Electrical Engineering (2001-2004) **Rank: 6**

**Percentage: "85%"**

**Grade: "A+"**

### **Government Islamia College Civil Lines Lahore, Pakistan**

Higher Secondary School Certificate (1998-2000) **Rank: 1**

**Percentage: "81%"**

**Grade: "A+"**

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## Computer skills:

- ❖ MS Office, Data Bases, MapInfo, Operating Systems (MS DOS, Windows, UNIX)
- ❖ Conversant in **Java**, **VBA** and **SQL** programming
- ❖ **HFSS** (High Frequency Structure Simulator), **Matlab**, Verilog, Assembly Language.

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## Sports/Extracurricular Activities:

- ❖ Squash, Chess, Cricket, Snowboarding, Biking, Hiking, Rafting