**Tassaduq Hussain**

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**Profile**

 **Core Performance Management Engineer (7 years’ experience)**

**Overall Experience:** 5 years as a CS Core (MSC-S, MSC-BC, HLR, STP, MGW) and PS Core (SGSN, SGSN-MME, GGSN, EPG and SAPC) Performance management and quality assurance engineer.

Technical expertise includes GSM/UMTS/LTE Network Surveillance, Performance Analysis, 1st level Operations and Maintenance in multi-vendor environment. Have ability to identify the network technical inefficiencies and problematic areas to reinforce the Core Network quality.

Adapt to work effectively and with responsibility in a multi-disciplined team with capability to understand and evaluate problems keeping Job adherence in account. Proven background working in a Team-oriented, collaborative environment in resolution of critical network issues.

**Objective:** Seeking for the position should provide for advancement in field of telecommunications.

 **Core Performance Management Engineer (Saudi Telecom Company) Jun 2013 to PRESENT**

* **Core CS,PS/EPC Network Performance Engineer: (Ericsson AB, Saudi Arabia) August 2017 to DATE**
* **Core CS/PS/IN Performance Monitoring Engineer: (Ericsson AB, Saudi Arabia) June 2015 to August 2017**
* **Core CS/PS Performance Engineer: (Ericsson Pvt, Pakistan) June 2013 to June 2015**

**Availability:** Within 20 to 30 days after confirmation.

**Professional Summary:**

* Performance management of CS, PS and IN nodes (Ericsson Products)
* Excellent Understanding of Ericsson CS Core MSC-S, MSC-BC, STP, MGW, HLR-FE, HSS-FE and CUDB’s
* Good Understanding of Ericsson PS Core SGSN, SGSN-MME, GGSN, EPG, SAPC, SASN, AAA, DNS, Smart Edge and SSR.
* Good Understanding of LTE packet core KPI’s.
* Basic Understanding of Ericsson IN CCN, SDP, VS, AIR and IVR.
* Ticket creation based on Service impacted, escalation matrix and Follow up with Backoffice for Resolution of major issues.
* Report creation for required based KPI’s.
* Event Based Dashboard Preparation (Ramadhan, Hajj, etc) for higher management.
* Handling major activities MDTs/Upgrades/FNI’s to provide Pre/Post activity report and ensure all services and KPIs normal.

**As a Core Reporting and Analytics Engineer: (Current Job Description)**

* Analysis of Daily reports for all core KPIs degradations or potential performance/Quality issues in Core area. Tickets should be opened with continuous follow up for resolution within SLAs.
* Continuous Audit of the CORE KPIs formulas in Multi-Vendor environment to ensure reported Data are reflecting the real issues and User perception.
* Provides regular capacity and performance reports for nodes, interfaces, and services.
* Data analysis on the network by gathering information via database queries and other means.
* Ensure Core performance reports generated on Daily / Weekly and Monthly basis with accuracy and efficiency.

**As a Core CS/PS/IN Performance Monitoring Engineer**:

**CS:**

* Monitoring of Ericsson CS Core MSC-S, MSC-BC, STP, MGW, HLR-FE, HSS and CUDB’s.
* Monitor performance for all main KPI’s of MSC-BS,MSC-S(Including Route Traffic Incoming/Outgoing)
* Perform initial analysis to identify issues follow by restoration if possible (1st line of Support).
* Experience Telecom signaling protocols (i.e. ISUP, BICC, MAP, CAP, SIP, H.248, IP...etc.)
* Understanding of Mobile Network different interfaces (i.e. Iu, A, Gx, Gy, S1, S5, S6a, SGS, Gi, ...etc.)
* Follow up and Resolution of Tickets with Backoffice departments within the SLA time.
* Time to Time support Back office to resolve Major issue within SLA time.
* Monitor alarms, real time and periodic base reports performance on 24x7.

**HSS and HLR-FE:**

* Analysis of Subscriber count on weekly basis.
* Traffic analysis on HLR FEs (SRI, SAI, PRN, ISD)
* Coordination with Back office department to resolve the daily subscriber issues.
* Performance analysis of HLR’s and HLRFE’s
* Ericsson HLR’s graph monitoring and various KPIs (CPU load, SRI, PRN, SAI, ISD, ATI, USSD and etc.)

**PS/IN:**

* Monitoring of Ericsson PS Core SGSN, MME, GGSN, EPG, SAPC and Smart Edge.
* Monitor performance for IN Nodes CCN, SDP, VS, AIR and IVR.
* Perform initial analysis to identify issues follow by restoration if possible (1st line of Support).
* Follow up and Resolution of Tickets within the SLA time.
* Time to Time support Back office to resolve Major issue within SLA time.

**STG/STP:**

* Timely Monitor KPI’ for STG(C7 Links,HSL/LSL, UANAVAILDUR, IP links- M3UA)
* Coordinate with Front Office and Back office to resolve issue.

**As a Core CS/PS Performance Monitoring Engineer: (Ericsson Pvt Pakistan, Lahore) June 2013 to June 2015**

* **Performance management of CS and PS and escalation of service degradation.**
* **CS:** MSC and HLR’s MAP operations, MGW statistics (Retainability, Accessibility, RTP Packet Loss and SCTP Retransmitted), Paging SR(2G/3G), LU SR (2G/3G), RAB statistics, BSC\_Assigmnt\_SR, SMS MO/MT, EOS’s, TRD\_ ASR,NER, CSFB,CSFB Paging, MSC Traffic.
* **PS:**
* SGSN/MME’s performance monitoring : SGSN/MME’s Attach SR, SGSN/MME’s Inter/Intra RAU SR,SGSN PDP SR, RAI Level SGSN\_PDP\_G/W performance, RAI Level Inter/Intra SR performance, RAI Level Attach SR GSM/UMTS, SmartEdge Port Utilization TX/RX.
* GGSN/EPG performance monitoring: GGSN Throughput Traffic, CPU load, APN/PDP ACT SR, APN ACT Update SR. Gx/Gy KPIs.
* Following up ongoing issues and coordination for the resolution
* Pre-and post-analysis of Core Network - CS, PS outages.
* Day to day analysis of Core Network (CS/PS) by analyzing Statistical reports.

**As a Core NSS Engineer: (NSN Pakistan/ Telenor Pakistan Project Lahore) June 2012 to June 2013**

* Perform system routine health checks, backups and ensure all system up to the mark.
* Supervision and maintaining all routine maintenance, preventive maintenance and corrective maintenance of all CS-Core nodes [MSC/MSS, MGW, GMSC, HLR.]
* Ensures proper operation and corrective maintenance of Nokia DX-200 and IPA2800 network subsystem including GMSC, MSC, HLR, MSS and MGW.

**Exposure over various NMS of different Vendors and tools**

* ESAT (Ericsson Statistics Analyzing Tool) Monitoring
* Ericsson SAP Business Object Desktop Intelligence Tool (Reporting+ Monitoring)
* Ericsson SAP WEB Intelligence Tool (Reporting+ Monitoring)
* PrOptima Tool (Reporting+ Monitoring)
* CACTI (Real time performance)
* CEM Huawei Smart-Care
* NETACT (NSN Reporting Tool).

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| Education/Certifications |
| 2018-Inprogress (3rd Semester) | **Master of Business Administration (MBA Executive)**Federal Government University |
| 2008-2012 | **BSC Electrical Engineering (Electrical/Telecommunications),**University of Management and Technology, LAHORE |
| 2004-2007 | **Intermediate Examination** Punjab Board of Technical Education. |
| 2002-2004 | **Matriculation examination**Board of Intermediate And Secondary Education  |
| 2019 | **Ericsson Cloud Certified Associate (ETSI NFV, SDN, HDS8000, BSP8100, Virtualization)**Ericsson Cloud Certified |