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ZAKI AHMAD

Professional summary

A competent professional with 17 Years of experience in Alarms Handling/Troubleshooting, Provisioning & Testing and Operation & Maintenance of Optical Fiber & PDH/SDH/DWDM network.

Exceptional team management, organizational and analytical skills coupled with demonstrated relationship management and communication abilities.

Exceptional organizational skills, team building, mentoring & coaching with a record of guiding teams and achieving targets.

NEC Microwave links (SDH & PDH) Installation, Commissioning and Testing.

Experience

Deputy Manager

Reliance Communications Ltd, India, Mumbai

2019 - Now

Fault Management Lead in Transmission NOC (Network Operation Center) of RCOM

Handling circuits of Enterprise customers.

Managing a team of people engaged with Network Surveillance activities & E1 fault rectification. and Fault Management team.

Operating within the Reliance Communication NNOC, DAKC working in the Real Time Operations function, responsible for high priority MNS & Enterprise faults management. Specifically, Faults received from CSC (Customer Service Center) to the relevant queue for action and to ensure tickets are being managed in accordance with KPI and SLA. Proactive resolution for some faults before the FTs release from CSC.

Responsible for fault management & trouble shooting of SDH/DWDM based links between different node in Reliance optical network which include different vendor equipments (Nortel, Ericsson, Marconi, Fibcom, Huawei etc.)

Provisioning of E1/DS3/STM1 Links for RTL, Enterprise Customer, BTS, POI, EVDO, Inter MSC, DCN etc.

Configuring Third Protection Path for Network rings to withstand 2cut Not out.

Part of core team for Root Cause Analysis & corrective action for repeated faults.

Senior Engineer

Ericsson India Global Services Pvt Ltd, India, Mumbai

2015 - 2017

Troubleshooting of SDH Equipment's of Nortel, Marconi, Fibcom , DWDM nodes.

Troubleshooting of SDH Services layer faults, E1, DS3, VC4, VC4-4C, VC4-16C, Ethernet Layer Faults, EPL and EPLAN Circuit tracing, Fault Isolation, Fault Resolution.

Coordination with Different work Groups in Team and field.

Working on Clarity OSS application for Ft Updating, CLR verification and update & Closure of Work Orders and Trouble tickets. Troubleshooting of service layer faults with CLR verification.

Updation of faults with proper RFO & Systematic Improvement Plan for repetitive Outages

Circuit tracing ,path provisioning & troubleshooting 2G ,3G as well as 4G faults.

Troubleshooting & faults resolution finding on wire line domain

Working as Single Point of Contact for troubleshooting of all type of SDH, OTN and DWDM's Hardware related faults.

Interacting with field engineers and Equipment Vendors on solutions to troubleshoot and repair complex hardwarefaults.

Telecommunication Tech.

Saudi Electricity Company, Saudi Arabia, Al Jubayl

2013 - 2014

Maintenance of Variety of Low Density & High Density Fiber Optic system Fox-20, Fox-515, Jungle mux, TN1U, Alcatel Mainstreet, NEC's NMS-600V & U-Node,

O&M of Analog & Tetra UHF Mobile Base & Repeater Radio Systems.

Provisioning of circuits for SCADA & Nera Tele-supervisory system etc.

Engage in fault rectification & high level diagnosis required in the testing and analysis multi-vendor network elements consists of ABB, NEC, Tellabs, Centronics.

Maintenance of 48VDC Battery banks & their associated Rectifiers/Chargers&125V-DC-48V, DC-DC converters installed in Substations.

Execution of new work orders related to SCADA,Telephone & Tele-Protection circuits.

Troubleshooting & rectifying the above circuit faults&Fiber Optic system alarms.

Adding of new cards & installing / terminating of cable from respective cards to MDF

Attending call outs after the working hours.

Evaluating work conditions & assigning the work-permit for jobs to be executed by vendors for New &existing Substations.

Assistant Manager

Alcatel Lucent Managed Solutions, India, Mumbai

2013 - 2013

Working as Fault Management Lead in NNOC responsible for daily OAM&P for Optical Transport - Network.

FCAPS management for SDH and DWDM Systems.

Alarm monitoring & troubleshooting of faults through NMS. Generation of Fault tickets through OSS CLARITY.

Troubleshooting SDH, ETH and OTN Links ranging from E1 to 40G bandwidth. Managing the process, linked with Provisioning of Circuits.

Rerouting and re-provisioning of critical links in case of outage.Providing RFO to high bandwidth customers.

To co-ordinate with different service groups in the NNOC such as CDMA, GSM, Switch, DCN, OSP to minimize service disruption.

Working as Single Point of Contact for troubleshooting of all type of SDH, OTN and DWDM's Hardware related faults.

Fault Management Lead

Reliance Integrated Services Pvt Ltd, India, Mumbai

2007 - 2013

Managing a team of people engaged with Network Surveillance activities & E1 fault rectification. and Fault Management team.

Provisioning of E1/DS3/STM1 Links for RTL, Enterprise Customer, BTS, POI, EVDO, Inter MSC, DCN etc.

Configuring Third Protection Path for Network rings to withstand 2cut Not out.P

art of core team for Root Cause Analysis & corrective action for repeated faults.

Engage in fault rectification & high level diagnosis required in the testing and analysis of 18000+ network elements consists of Nortel HDX, DX (STM-64), OM4200/4100 (STM-16/4) , & TC-1X/1C (STM-1), Marconi STM-1 CPE, OMS-1664, OMS-1634,OMS-1664,OMS-1684,SMA1-4 UC&EX, OME-6110 Series at STM-1 installed all over the country & abroad.

In charge for the operations allied with troubleshoot of SDH circuits ranging from E1 to STM-64 bandwidth using SDH alarm analysis in network

Handling the activities associated with closing the fault ticket by troubleshooting and maintaining the MTTR

Responsible for the solution for all Transmission related issues.

All the commercial and administrative issues of the MCN and other sites (IS, BTS, POI and CPE) parented to that MCN.

Managing a team of 10 Engineers & 5 Technicians.

O&M of more than 165 BTS Sites.

Work order (SOMG, NOC and PM) Implementation.Preventive Maintenance of the Transport Network.

Carrying out planned events for integration, network changes, up-gradation, deletion of NE, performance improvement and fault management. Maintain Network Reliability through implementation of preventive & corrective measures.

Junior Engineer

Bharti Airtel Services Ltd, India, Udaipur

2005 - 2007

Operation and Maintenance of Next-generation SDH transmission equipments like NORTEL, TELLABS & ECI.

Site in charge of '6' Backbone sites,POI sites (BSNL, Hutch, Idea, Satyam).'5' POI sites of DIT (Department of IT)

Responsible for preparing PMT reports of monthly, quarterly, half yearly and yearly reports.

Splicing of Optical Fiber Cables such as: 12f, 24f and 48fiber cable,Fiber tracing with OTDR Acterna MTS-5000e

Testing , O&M, Installation/Commissioning of SDH Mux.

Route selection, Liasioning with Govt. Authorities, Trenching, Ducting.

Field Service Engineer

Aztech Tele Systems, India, Mumbai

2004 - 2005

A private firm involved in the Maintenance, sales and services of Office Automation Machines.

Duties include Assembling and installing of new system at the customers place. Responsible for preparing progress reports, monthly, quarterly and yearly department report and performance report.

Responsible for all maintenance works and visit in terms of troubleshooting.

Responsible for the Renewal of the Annual Maintenance Contract (AMC). And the submission of the invoice for the same in line with the T&C of the Contract.

Reviews, audits and recommends payments of customer's invoices to ascertain all charges are as per the contract agreement.

Education

B.Tech in Electronics & Telecommunication Engineering

J.R.N Rajasthan Vidhyapeeth University, India, Udaipur

2009 - 2012

Diploma in Electronics & Communication Engineering

T.S.I.T Institute of Technology, India, Hubli

2000 - 2004

Skills

Leadership	Expert	Teamwork	Expert
Problem-solving	Expert	Communication	Expert
Installation & Commissioning	Expert	Operations & Maintenance	Expert

Links

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Awards

ACE AWARD - Ericsson

YELLOW BELT AWARD - Airtel

Best O&M Award - Airtel

5S Award - Airtel

Languages

- English
- Urdu
- Hindi
- Marathi

Personal info

- Date of birth: **7 November 1978**
- Nationality: **Indian**