



M.Eng. Haroon Aziz Mirza

Objective & Motivation

Presently, I am looking forward to get an opportunity in prestigious organization that helps me to demonstrate skills acquired over the course of my professional career, studies & to presume a challenging and carrier oriented job in the fields of IT/Telecommunication (wireless/wire communication) as well as Electronics and hence to contribute in the growth of organization. The company which providing encouraging milieu that utilizes and develops my leadership and inter-personal skills to utmost which helps in realizing my true potentials

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Personal Information

Birth Date:	23 rd March 1980
Gender:	Male
Nationality:	German
Availability	Immediately
Travel & Relocation Willingness	Yes, No problem
Marital Status:	Married with 4 dependants
Readiness to work On shifts, On call duty and on weekend	Yes, if required

Professional Experiences → (11+ years)

VERIZON GERMANY (Since March 2012)

- Currently, working as **Network Engineer** in Verizon NOC (Network Operation Center) for more than 7 years.
- Primary job responsibilities include; network surveillance, fault diagnosis utilizing network performance monitoring tools. Troubleshooting and resolving incidents on customers Data/IP/Voice network, handle all kind of trouble tickets within the network infrastructure.
- Perform end-to-end trouble isolation and repair on physical and logical layer services which include but are not limited to complete router/switch exchanges, IOS/license installation as well restoring configuration such as TACACS/SNMP/SSH/TCP/IP/OSPF/BGP/access-list/MAC & routing tables etc.
- Liaise with service providers PTT and transport teams for technical issues related to transmission path and coordinating POP/customer sites dispatches. Moreover, escalated faults to appropriate engineering teams worldwide for swift customer service restoration.
- Participating in conf calls and collaborating with Field OPS team and onsite support whenever there are service connectivity issues; checked routes/access-list and if packets are being blocked by firewall/Proxy servers and 3-way handshake is completed using Wireshark/sniffer, participating in firewalls failover tests.
- Deliver technical presentation and documenting processes. Joining site cut-over activities and generating circuit bandwidth utilization reports when required.

Projects: Have been working in major Enterprises Networks Projects such as; **London Stock Exchange, RWE, Daimler, Bayer AG, Thyssenkrupp, Aldi & SAP.**

ALCATEL-LUCENT GERMANY (March 2011→ Sep 2011)

- Working as **Technical support Engineer** in Professional Services of **Alcatel-Lucent Germany** in Enterprise department in **Munich & Stuttgart**. Providing 2nd and 3rd level technical support to customers and business partners on several **VOIP/SIP** and **unified communication applications** projects in configuring, commissioning, troubleshooting of Alcatel-Lucent products such as:
 - OmniPCX Enterprise Communication/4400 TDM/IP-PBX
 - Network management center: NMC → OmniVista 4760 is a set of management applications. It allows centralized management of PCXs.
 - OmniTouch:ICS/BICS → A suite of full IP-based Unified Communication applications. Describing MESSAGING services (Includes: Integrated messaging, Unified messaging for voice/e-mail/fax and local storage), TELEPHONY services and ONE NUMBER services (application defines the way call are routed and screened) and TEAMWORK services (offer Conferencing either audio or video and IM services to group users) as well as MOBILITY services like use of My IC on blackberry, Android, Nokia and other mobile devices as well as on PC and IP touch 4068.
- Worked on 4635 and 4645 voice mails, IVR, ACD, Microsoft Exchange, Lotus Domino and IMAP4 Email servers, VMware Server.

- Got 2-weeks training on ICS (Instant communication Suite R6.2) starter and advanced level in Alcatel-Lucent University, Stuttgart (Germany) & 1-week VOIP advanced/Expert level training on Alcatel-Lucent SIP/VOIP telephony systems in Alcatel-Lucent University, Vienna (Austria) which includes configuration & maintenance of Alcatel-lucent VOIP/SIP topology, internal DHCP server, direct RTP, IP Domains, H323 communications, internal and external Gatekeepers, SIP services & SIP users, Public and private SIP trunk-group, IP touch survivability and PCS (Passive communication server).
- Working on project Zeller Baederbau GmbH, Heidenheim which includes complete VOIP setup and OXE (Alcatel-lucent PABX) installation and commissioning over IP and SIP with Alcatel-Lucent 4890 IP-Web-softphone and IP-Touch 4068/4018. Also BICS is used for unified communication applications and mobility.
- Working on project Heldele/Trost GmbH, Stuttgart. It has a large infrastructure with VOIP/SIP telephony and 120 media gateways.
- Had worked on Project VOIP audit for 12 different sites with LAN/WAN connectivity of the customer Kammen GmbH using Alcatel-Lucent VOIP assessment/simulation tool also using ip sniffer tool (Wireshark), generating and analyzing VOIP assessment report for the customer.

ALCATEL-LUCENT PAKISTAN Ltd. (JUNE 2006 → February 2009)

RANK: Senior Technical Support Engineer→Alcatel-Lucent Certified System Expert

Projects

➤ Defense Communication (Jun 2006 → Sep 2008)

- Working experience of more than 2 years in **Operations** department as a **Senior Technical Support Engineer (Specialist)** in NLC project of Defense Communication.
- Project was regarding to establish the independent communication TDM/IP WAN network throughout Pakistan, a network of Army, Air force & Navy.
- In project, there were more than 200 Alcatel-Lucent switches (Linux & IP Based) as well as 12 (Network Management Centers) NMC's which were interconnected by optical fiber & also by Microwave links.
- Responsibilities involved Planning, installation, programming, commissioning troubleshooting of ALCATEL-LUCENT switches, NMC's & to provide technical support & technical trainings to the team of engineers, technicians, installation team & customer at their premises.
- Configure, test, maintain, monitor, and troubleshoot end user telecommunications, telephony, and voice/data software products.
- Perform analysis, diagnosis, and resolution of telecommunications problems for end users; recommend and implement corrective solutions.
- Experience of working with VOIP protocols like H323, SIP, SCCP, MGCP.

- **Alcatel-Lucent Certified System Expert** of NMC's. By NMC, one can monitor & manage updating of all nodes, scheduler backup & accounting such as traffic history & generating reports from database moreover monitoring & logging of system alarms and then rectifying them in the whole network according customer requirement.
- Also worked with open source network monitoring software application unix based **NAGIOS** and web-browser based **OTRS** (Open-source Ticket request system)

➤ **Mobilink GSM (Oct 2008 → March 2009)**

I had been providing Tech. support to client (Mobilink) which involves a huge network of 5 OMCs, 210 BSCs and above 6000 cells. Major activities are like,

- To evaluate the alarm system, troubleshoot and handling of all alarm related problems in accordance with the system alarm handling specifications in OMC-R
- To implement the parametric changes requested by Cell planning & RNE
- To resolve QoS issues on BSC and cell level on daily basis in close coordination with RNE Team. These issues include Call drops, Preparation failures, Congestion, zero calls.
- To Perform cut-over, re-parenting (re-homing) of BTS sites from one BSC to another and migration of BSC from one MSC to another MSC
- To perform OMC-R operations responsibilities (Creation of BSC, BTS in OMC-R & BTS site expansion activities)
- Supervision of installation activities of BSC and BTS sites

SIEMENS ENGINEERING PAKISTAN Ltd. (June 2004 → MAY 2006)

RANK: Service Voice/Telecom Engineer (Trainee Technician)

- Working experience of approximate 2 years in Siemens Pakistan Engineering Co. Ltd as **Service Engineer** in the Communication Enterprise Network Department (Com EN).
- Responsibilities involved; installation, programming, commissioning & troubleshooting as well as remote maintenance of all types of **IP** based, real time **Siemens** PABXs, Digital as well as Analogue Switches named **Hipath** (4000, 1100 & 3000) etc.
- Nevertheless, working on projects including SS7 network signaling. Providing problem resolving support on SS7 network (MTP, ISUP, TCAP and SCCP)
- Moreover, to ensure stable operation of telecommunications infrastructure and its associated software, including PBXs, call management systems, voice mail, interactive voice response (IVR) and video conferencing systems.

- Planning & supervision of the Projects, include complete IP telephony system solutions in Siemens Telephone Exchanges such as **VOIP** as well as in Cisco IP telephony supporting (H.323 and SIP clients).
 - During my tenure in Siemens, I have worked on several small voice and data projects which also includes configuration of Cisco routers as well as intelligent Cisco and Enterasys switches (Cisco2950 series).
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Education

Mar 2009 –Sep 2010 **M.Eng.** (Master of Engineering in Electronics Engineering & IT) from **Deggendorf University of Applied Sciences, Bavaria, Germany** with **1.8 Grade** & stood in top Master student positions.

Jan 2000- Jun 2004 **University of Engineering & Technology Lahore, Pakistan**
B.Sc. Electronics/Telecommunication Engineering
Getting 1st Division in the engineering degree.

Skills

Skill	Skill Level	Experience
ITIL Foundation V3.0	Advanced	7 years
Alcatel Certified System Expert (ACSE) on OmniVista 4760 R4.x NMC (Network Management Center) & Certified from France in Nov 2007.	Expert	6 years
Knowledge of Alcatel-Lucent ICS R6.X for IP based unified communication application	Advanced	2 year
Got advance/expert training on Alcatel-Lucent VOIP topology implementation. Also SIP implementation in VOIP projects.	Advanced	4 years
Use of VOIP assessment tools (Aviso/Wireshark/IP view etc)	Expert	3 years
Cisco Certified Network Associate (CCNA)	Expert	6 years
Install, configure & maintain OMC & BSS in GSM	Intermediate	1 year
Radio network optimizer (RNO)	Intermediate	1 year
Expertise in VOIP projects along with programming of Auto attendant, Voice mail & Call Billing Software in switches.	Expert	4 years
Microwave CST studio software	Intermediate	1 year
ADS version 2009 (Advance design system) software	Intermediate	1 year
Lithography and Etching on PCB	Intermediate	1 year
Good Understanding of DVB (Digital Video & Audio Broadcasting) & Wireless Communication Basics (UMTS) having working experience in Lab on Rohde & Schwarz instrument	Intermediate	1 year
Experience of working in Radius (Remote authentication for dial in users) servers	Intermediate	1 year
Installation, configuration & troubleshooting of Windows Server on DELL & HP. Also used to configure RAID, Application Server (IIS Internet Information Server), DNS server (Active Directories Users), SMTP and POP3 Server (Microsoft Outlook Express).	Expert	3 years
Computer Networking & LAN/WAN Technology implementation	Expert	7 years
Installation & basic configuration of Routers (using RIP, OSPF, IGRP, EIGRP) & Switches (VLAN configurations)	Advanced	4 years
MATLAB	Intermediate	1 year
3D Interactive Graphics Designing using JAVA. C# & C++ programming to design & write the Compiler tools (LEX & YACC)	Intermediate	6 months
One month local training on Huawei SDH transmission equipment and Four weeks training of Huawei NMS IManager T2000 Transmission Network Integrated Management System	Basic	3 months
Configuration of ISDN (BRI Lines) & Frame Relay, WAN technologies.	Advanced	4 years

Fields of Interest

- GSM→ RF optimization, RF planning, BSS Planning/configuration/Integration, OMC-R maintenance and configuration
- UMTS, W-CDMA, DVB-T, LTE, Microwave engineering; antenna designing
- Fixed (Wireline) networks
- IT; VOIP networks (H.323 and SIP), Enterprise Networks, LAN/WAN technology and IP based Unified Communication and Collaboration applications technology.
- NMC (Network management Centers)

Personality Strengths

- Project and team Management
- Leadership
- Team Work
- Hardworking
- Able to work constructively under stress and pressure
- Interpersonal skill

Master Thesis

Topic: “Design of an UWB RF MIMO front-end receiver”

Performed at: High Frequency Institute of **Technical University Munich, Germany**

Purpose: Realization of an RF-front-end for UWB applications in range from 2 to 8GHz.

Tasks: Thesis comprised the development (simulation, designing and fabrication) of a broadband planar, portable and wide-slot antenna with a very linear phase response as well as -3dB coupler. Moreover, return loss measurements were analyzed and deliberately discussed gain, phase, impulse response, Radiation pattern simulation results and time domain considerations for proposed UWB antenna.

Tools Used:

- CST microwave studio, Agilent ADS 2009 and Lithography & Etching machine tools
- Measurements done with Rhode Schwarz vector network analyzer and in Microwave Anechoic chamber.

Languages

Language	Skill Level	Years of Experience
English	Expert	More than 20 years
Urdu & Hindi	Expert	More than 30 years
German	Advanced	10 years

References

Will be provided if required