

Syed Mohammad Fareed

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CAREER OBJECTIVE

Seeking a challenging and professional position in a well-established organization where I can make a significant contribution in the form of my dedication by utilizing my skills and knowledge.

SUMMARY

I have around 4.3 years of professional IT experience in Operations Domain for successful Production Support of Client Server Applications dedicated to meeting client's need through the use of effective programming methods and coding techniques. Work synergistically with team members and my Technological forte is SQL, Oracle and Unix.

PROFESSIONAL EXPERIENCE

- **Current Company:** Tecnotree Convergence Pvt. Ltd.

Project: MTN Zambia

Period: Jan 2020 to Present

- **Company:** Ericsson India Global Services Pvt. Ltd.

Client: du Operations

Project: du MSIT Operations

Period: July 2018 to Jan 2020

Projects Description:

- DSP** portal is used by DU dealers to sell the SIM & register the details of new SIM activations done by them.
Using this portal DU stores user can activate SIM for new connections and upload the required documents. This portal is having various modules like Mobile Number Portability, Pre-Paired and Non-Pre-Paired activations, Document Updates Change of Ownership, Contract activation and termination by store users.
 - DSP is hosted on 4 “**Apache 2.2**” webservers and 5 “**WebLogic 11g**” App servers.
 - Database is Oracle 10g and DSP uses Oracle RAC for this application.
 - DSP portal is deployed as muti-tier architecture:
 - **Client Tier** : Tier responsible for the processes UI.
 - **Web Tier** : Tier responsible for communication.
 - **Business Logic Tier** : Tier where the process logic is done.
 - **Database Tier** : Tier auxiliary to register logs, service
- Power billing** application is an online portal available for Enterprise customers like Emirates to provide functionality for reporting analysis on the daily call records and monthly invoices data.
Power Billing has its own database in SQL server 2008 in which data is loaded for CDRs and Invoices provided by Billing team (BSCS). Users will further use data to create the reports as per their scope and requirements.

Roles & Responsibilities:

- Experience on the distributed databases spread over **DSP** and **Power Bill**.
- Worked on UNIX, Windows platforms and Web Logic Servers.
- Worked on provisioning system for prepaid subscriber by interacting with IN and HLR.
- Troubleshoot / worked on provisioning related issues, HLR/IN service configuration & command configuration of ADDP, MODS, and MODP, DELP & MNP.
- Sound Knowledge of Downtime, DR & HA activities and worked on Deployments (DSP).
- Handling Customer Care Applications like **DSP and Power Bill** in terms of troubleshooting, analysis and RCA.
- Having knowledge of ticketing tool like Easy-access, Maximo and TSM (du).
- Exposure to client interaction and **24X7** support.
- Responsible for Incident and Service Request Management.
- Having Knowledge of Batch files, jobs scheduling in TOAD and SQL Developer.
- Knowledge of making procedures and scripts using PL/SQL and my scripting knowledge.
- Handle IT issues of internal and external teams.
- Monitoring Operations and Processes running on the CRM, CDR and Provisioning Servers.
- Preparation of Reports and Deliver with Stakeholders on daily/weekly and monthly basis.
- Coordination with n no. of teams and available on call for support.
- Interacting Customer directly for issues that should be managed by me.

➤ **Company:** Magna Infotech (Mahindra Comviva)

Client: Bharti Airtel Tele-Services Pvt. Ltd.

Project: Adagium PACS (Provisioning and Customer Care System)

Period: Oct 2017 to June 2018

➤ **Company:** Net Connect India Pvt. Ltd. (IBM India Pvt Ltd., Noida.)

Client: Bharti Airtel Tele-Services Pvt. Ltd.

Project: Adagium PACS (Provisioning and Customer Care System)

Period: July 2016 to Sep 2017

SKILL SET

Database:	Oracle 11g, MySQL
Language:	UNIX/LINUX, MySQL, PLSQL
Tools and Utilities:	Toad 9.5, SQL Developer, Putty 5.3, Cyber Ark, Secure CRT, JIRA, Requeste, Service Now
Applications:	Microsoft Word, Power Point, Microsoft Excel
Telecom Domain:	CRM, CDR and Provisioning Services
Networking:	TCP/IP, sftp, ssh, scp, telnet, ping, traceroute, ifconfig, winscp

CERTIFICATON

- Six- Sigma White Belt “Automation of FAILED DELETION Report Extraction for PAN INDIA” at PACs in Airtel India TBO”(March 2017)
- Awarded as the “Best Performer” during Summer Training and my App is uploaded on Google Play Store.

ACADEMIC PROFILE

COURSE	INSTITUTE/SCHOOL	UNIVERSITY/ BOARD	PERCENTA GE	YEAR
B.TECH (C.S.E)	INTEGRAL UNIVERSITY	INTEGRAL UNIVERSITY	77.49%	2016
XII	ST. ANTHONY SCHOOL	CBSE	75.4%	2012
X	ST. ANTHONY SCHOOL	CBSE	81.7%	2010

ACADEMIC PROJECT/TRAINING

- Summer Training from Hewlett-Packard at HP Summer Training Nodal Centre, Lucknow on Core Java.
- Internship on Java from SoftPro India, Lucknow.
- Summer Training in Android form SoftPro India for duration of 45 days.
- A project titled “Make My Home” using JSP and SQL in SoftPro India.

PERSONAL DETAILS

Date of Birth : 15th August, 1994
Mother’s Name : Mrs. Tahzeeb Fatima
Father’s Name : Mr. Syed Izhar Mehdi Rizvi
Current Address : Flat 1002, Block A, Clement City, Crossing Republik,
Ghaziabad, 201016
Permanent Address : Sec-2 HNo-97, Avas Vikas Colony, Barabanki- 225001

DECLARATION

My experience has widened my perspective and has given me a sense of understanding of corporate world from a practical point of view. I strongly believe that career with your organization will provide me an opportunity to harness and sharpen my skills and contribute to the best of my abilities.

I hereby declare that the above information is true and fair to the best of my Knowledge and information.

Date:

Syed Mohd. Fareed

Place: