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Qaisar Ali

Objective

To attain a position in a rapidly growing organization where my potential and experience may be utilized towards the progress of the organization as well as I can contribute towards developing my skills and harmonize development according to the organizations' vision.

Professional

Experience

- **HUAWEI Technologies Bahrain SPC– ME Region HQ (Nov 2015–Till Date)**
[Business Support System(BSS) -**Senior Solution Consultant**]
- **HUAWEI Technologies Pvt. LTD – HQ Shenzhen-China (Aug 2010- Oct 2015)**
[Business Support System(BSS) – **Solution Consultant**]
- **ZTEsoft Technology CO., LTD – HQ Nanjing-China (Apr 2008 - Jul 2010)**
[Business Support System (BSS) – **System Architect**]
- **ZTE Pakistan (Pvt), Islamabad - Pakistan (Jul 2005- Mar 2008)**
[Business Support System(BSS) –**TL Customer Care System**]
- **Bahria University Islamabad - Pakistan (Jan 2004- Jul 2005)**
[Senior IT Research Officer]
- **Adtrack Communications – Pakistan (May 2001- Dec 2003)**
[IT System Analyst]

Experience Summary

- **19 years** of software / telecommunication experience;
- Extensive background of almost **16 years working in BSS** (Business Support System) for CSPs.
- Over **12 years** of working experience in overseas market
- In-depth knowledge of end to end **Business Support System (BSS)** solutions in the telecommunication industry including; Online Charging System (**OCS**), Convergent Billing Systems (**CBS**), Customer Relationship Management (**CRM**), Customer Care & Billing (**CC&B**), Contact Center (**IPCC**), Enterprise Service Bus (**ESB**), System Integration, Mediation, Provisioning, Settlement/Partner Relationship Management (**PRM**), Business Intelligence (**BI**), and so on.

■ Strong working experience of end to end BSS project life cycle; including but not limited to:

- Pre-sales work including answering statement of compliance (SoC) for RFI/RFP/RFQ, Solution Design, Solution Clarification with customers.
- Requirements Management (elicitation, evaluation, analysis & translation)
- Solution analysis, design and delivery while maintaining a customer interface from a solution perspective, maintaining customer expectation and ensuring deliverables
- Communication and Collaboration with diverse group of suppliers. Customer presentations, providing solution & technical expertise using a consultative approach.

Education

- **Master of Business Administration (MBA)**

Session: 2007-2009

CGPA: 3.10 / 4.00.

- **Master of Computer Sciences (MCS)**

Session: 2001-2003

CGPA: 3.65 / 4.00.

- **Bachelor in Science (B.Sc.)**

Session: 1997-1999

Division: First division.

Certifications

- **TMF Business Development Manager (Certified)**

- **OCP** (Developer Track, Trained); Oracle 8, 8i, 9i

- **OCA** (Trained)

Telecom Market Experience

- **HUAWEI Technologies CO. LTD** (Aug 2010 – till present)

Being part of '**BSS Solution Sales Department**' working for '**Technical Sales of BSS**' product line. In the role of '**Senior Solution Consultant**' working for pre-sales of various BSS sales opportunities.

In August 2011, as a BSS subject matter expert, Huawei sent me to Middle East region to support BSS projects in the region. Till date, part of '**Middle East Region BSS Pre-Sales Team**'. Working for various BSS sales opportunities in Middle East region.

Main responsibilities included:

- Answering SoC/RFP/RFI/RFQ
- Solution Design & preparing Technical Proposals
- Solution Presentations/Workshops with customer
- BoQ/BoM

- **ZTEsoft Technology CO. LTD - Nanjing - China** (Apr 2008- Jul 2010)

Provided Pre-Sales support for the company's BSS product line (including Online Charging System (**OCS**)), Customer Care & Billing (**CCB**) and Convergent Billing Solution (**cvBS**)).

Main responsibilities included:

- Customer workshops/presentations
- Answering SoC/RFP/RFI/RFQ
- Solution Design & preparing Technical Proposals
- Scope definition with Customer and other vendors
- Requirement gathering & analysis
- Coordination between customers, senior management, account manager, pre-sales team, onsite & offsite implementation teams,

▪ **Zhongxing Telecom Pakistan (Pvt), Islamabad - Pakistan** (Jul 2005- Mar 2008)

- Worked as **Team Lead Customer Care System**, PTCL Billing & Customer Care System, since July 2005 till March 2008.
- **Managed a team of 12 members**, assigned tasks to them and monitored them. This product is running successfully in PTCL, all over Pakistan. This product was designed for CDMA, PSTN, DSL, IPTV, WLL, GSM, DPLC, FLAG, IPLC products of PTCL.
- Strategic communications with PTCL HQ & Telecom Region executives (including EVP, GM, etc). Worked together with PTCL IT, Planning and Operations teams.
- Involved in communication with the customer, regarding new requirements, analysis & design and training of the end users all over the Pakistan.

▪ **Bahria University, Islamabad** (Jan 2004 – Jul 2005)

Worked as Senior IT Research Officer in **Bahria University**, Islamabad. **Lead a team of software developers** who developed, deployed and maintained various university software including but not limited to Admission System, Examination System and so on.

Also performed the duties of **Assistant Director Examinations**. Was responsible for Semester result compilation, Gazette Notifications, Transcripts preparation and Degrees printing and issuance.

▪ **Adtrack Communications, Rawalpindi - Pakistan** (May 2001 – Dec 2003)

Experience of working for various Software projects from May 2001 to December 2003, in the capacity of System Analyst, while working in software house **Adtrack Communications**, Satellite Town, Rawalpindi.

Telecom Projects

- While working for HUAWEI Technologies, working on end to end BSS sales opportunities.
While working in HQ BSS Pre-sales team, supported many (on-site/off-site) projects in various regions including:
 - Asia Pacific Region
 - South east Asia Region
 - North Africa Region
 - Middle East Region
 - Latin America Region
 - Southern & Eastern Africa Region
- **Since August 2011, supporting BSS projects in Middle East Region.**
Supporting sales opportunities; both on-site and off-site. Some of them are:
 - **CMPak NGBSS** – Pakistan (onsite)
 - **Telenor Asia CBS** – Pakistan, Thailand, Malaysia (onsite)
 - **Zain CBS** - Kingdom of Saudi Arabia (onsite)
 - **STC Global Recharge** - Kingdom of Saudi Arabia (onsite)
 - **STC Data Credit Control System** – Saudi Arabia (onsite)
 - **STC MVNE** - Kingdom of Saudi Arabia (onsite)
 - **Lebara MVNO** - Kingdom of Saudi Arabia (onsite)
 - **Ufone OCS** – Pakistan (onsite)
 - **PTCL CDMA OCS** – Pakistan (offsite)
 - **PTCL PRM** – Pakistan (offsite)

- **Roshan CBS** – Afghanistan (onsite)
- **Roshan Mediation** - Afghanistan (onsite)
- **MTN Afghanistan Workforce Management** – Afghanistan
- **Zain Iraq CBS** – Iraq (onsite)
- **Fanoos OCS** – Iraq (onsite)
- **ITPC CDMA OCS** – Iraq (onsite)
- **Newroz AAA & OCS** – Iraq (offsite)
- **QTel Voucher Management** – Qatar (offsite)
- **DU DCS** – UAE, Dubai (offsite)
- **DU CBS** – UAE, Dubai (offsite)
- **Omantel UCMP (CRM)** – Oman (onsite)
- **Omantel ESB & BPM** – Oman (onsite)
- **VIVA CBS** – Bahrain (onsite)
- **VIVA CBS** – Kuwait (offsite)
- **Zain Group Interconnect Billing** – Kuwait (offsite)

■ While working in ZTESoft, worked for Pre-Sales support of company's telecom products including Online Charging System (**OCS**), Customer Care & Billing (**CCB**) and Convergent Billing Solution (**cvBS**). Provided support to many projects around the globe including:

- PTCL B&CC Project – Pakistan
- StarHub – Singapore
- Eiteslat – Afghanistan
- SCO ZSmart – Pakistan
- Orange Solakia (OSK) OCS Project
- Ethiopia Telecom CCB Project
- And others

Interest Area

■ End to End Business Support System (BSS) for CSP, Pre-Sales, Customer Communication, Sales & Marketing, System analysis & design,

Computer Languages

■ Structured Query Language (SQL) & (PL/SQL), Procedural C, OOP in C++, Visual Basic, HTML, Active Server Pages, Java Scripts.

Tools

■ MS Office, Oracle Developer, Oracle Forms, Oracle PL/SQL, Oracle Reports, Oracle v8i, OOP, Microsoft Outlook 2007,

Academic

■ **First division** through- out the educational career.

Achievements

■ Honor **"Cum Laude"** awarded by Bahria University, Islamabad on basis of MCS results.
 ■ Merit scholarship under **"The President Talent Farming Scheme"** by the University Grants Commission (UGC) in 1998.

Personal

Date of Birth: 1st October, 1978

Information

Country: Pakistan

References

Can be provided on demand