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## **OBJECTIVE**

To acquire a position in IT/Telecom Management environment, where I can use my expertise and skills to contribute to your organization.

## **EXPERIENCE SUMMARY**

Over 10 years experience as IT Professional in Computer and Telecom industries, which includes System Analysis, System Development, System Installations, Maintenance, Training and Technical Support.

## **WORK EXPERIENCE**

### **March 2004 – present IBM Canada Ltd., Markham, Ontario.**

- Working as **Bench Technician**, responsibilities include installations, configuration, customization, testing, and upgrade of computer hardware and software.

### **May 1996 - Oct 2003 BTC Networks (Dealer of Nortel Canada).**

- Installation, Training and Technical Support on various Telecom Management applications i.e. Call Billing System, Cable Management System, Directory System, Attendant Console System, Malicious Call Tracing System, Network Management System (NMS).
- Designed and developed various software programs for Telecom Management.

### **Aug 1995 - May 1996 Paktel Limited (Cable & Wireless UK).**

- Designed and developed various software programs for Telecom Management, i.e. Alarm Outages, Auto-Roaming, Cell & Exchange Statistical Results, Traffic Analysis, Subscribers Data Management.
- Performed Operation & Maintenance of Ericsson AXE-10 Cellular Switches and RBS (Radio Base Stations) from Central point CNO (Centralized Network Operations), using Ericsson's NMS (Network Management System) Software on Sun Microsystems Solaris platform.

### **Sep 1993 - Jan 1995 J. J. Components London, UK.**

- Developed a Customers Database System using dBase III+.
- Provided training and maintenance of a PACIOLLI 2000 accounting software package used for invoicing and inventory control.
- Installed and Maintained a LAN (Local Area Network) using Novell Personal NetWare Lite.
- Handled customer queries on the phone related to sales and service of electronic equipments.

### **Feb 1988 - Feb 1991 ABM Data Systems.**

- Developed various software programs for smooth operations of support services department using dBase III+ and Lotus 1-2-3.
- Provided first level support to customers for hardware/software problems.
- Conducted number of user trainings on various software applications.

## **PROFESSIONAL TRAININGS**

### **SUN Microsystems 1995**

Essential for Sun Microsystems, Solaris

### **Ericsson NMS (Network Management System) 1995**

- TMOS (Telecommunications Management and Operations Support)
- CMOS (Cellular Management and Operations Support)
- CNO (Centralized Network Operations)
- XM (Exchange Management) Operations
- FOG (File Operations Gateway)

### **NORTEL (Northern Telecom Canada) 1997**

- Introduction to DMS SuperNode
- DMS SuperNode Hardware Architecture
- DMS SuperNode System Maintenance Basic Platform CBT (Computer Based Training)
- DMS-100 Hands-On

### **TRU System (Telco Research USA) 1997**

- Call Billing System Software

### **NORTEL (Nortel Networks UK) 1999**

- MAT 6.5 (Meridian Administration Tool) PC Based Application to interact with Meridian Switch

### **NORTEL (Nortel Networks UK) 1999**

- Meridian 1 Release 23/24 Software Upgrade

### **Communication Master (Comma++) 2000**

- Call Billing System Software for Meridian 1 Switch

### **PhoneGroup MSAC (Meridian System Attendant Console) T-Metrics Inc, USA 2002.**

- Windows based application for Nortel DMS-100/SL-100 operator consoles

## **SOFTWARE SKILLS**

- **Operating Systems**  
MS DOS, MS Windows, Novell Netware, UNIX (SUN Solaris, HP-UX)
- **Programming Languages & Database Systems**  
Visual Basic, MS Access, MS SQL Server, FileMaker Pro, FoxPro, dBase III+, COBOL, Pascal, Basic
- **Communications**  
pcAnywhere, ReachOut, ProCom+, Hyper Terminal
- **Telecom Management**  
Call Billing System, Cable Management System, Directory System, Attendant Console System, Malicious Call Tracing System, Network Management System
- **Other Applications**  
MS Office (Word, Excel, Access, PowerPoint, Outlook), WordPerfect, Lotus 1-2-3, AMI Pro, QuatroPro, Ventura, PageMaker, Crystal Reports

## **QUALIFICATIONS**

- Bachelor Degree (B.A) 1989
- BTEC Computer Studies, London, U.K 1993
- Certificate in Computer Programming Languages 1989
- Certificate in Computer Software Applications 1987
- Certificate in Advance MS Access Programming 1997

## **REFERENCES**

Will be furnished upon request