



ABOUT ME

Motivated and proactive Technical Support Engineer with strong expertise in troubleshooting and resolving technical issues. Skilled in SMSC and USSD that's are VAS platforms, with a focus on system reliability and performance. Quick learner with analytical thinking and problem-solving abilities, dedicated to delivering excellent customer support. Passionate about continuous growth and contributing effectively in dynamic technical environments. Proven ability to work under pressure while maintaining high-quality results.

PROFESSIONAL EXPERIENCE

VAS Cloud Engineer

HUAWEI PAKISTAN | February 2024 -

SMSC (Short Message Service Center) - ZONG Project

- Monitored and analyzed SMS traffic, identifying MO/MT errors and delivery performance issues to maintain system efficiency and reliability.
- Troubleshoot and resolved SMS delivery failures, system bottlenecks, and technical incidents, ensuring minimal downtime and high service availability.
- Performed routine updates, patches, and quarterly health checks on SMSC systems to keep infrastructure secure, stable, and compliant with SLAs.
- Configured and optimized SMSC routing across multiple operators and regions, enhancing message delivery efficiency and reducing latency.
- Analyzed SMS traffic patterns and implemented performance tuning strategies to improve delivery speed and optimize system resources.
- Generated and managed daily KPI and incident reports, tracking service quality, system health, and overall platform performance.

USSD (Unstructured Supplementary Service Data) - Ufone Project

- Designed and implemented multi-level USSD menus and user flows to support payments, balance enquiries, and promotional campaigns.
- Integrated USSD applications with telecom USSD gateways and backend systems, ensuring reliable session handling and low latency.
- Performed functional and regional-based USSD testing, identifying issues and ensuring consistent service reliability across markets.
- Optimized USSD session flow by resolving timeout issues and reducing menu depth, improving customer experience and conversion rates.
- Conducted continuous monitoring of USSD services, troubleshooting incidents, and ensuring 24/7 availability through proactive capacity and resource management.

DEVELOPER INTERN

POF, Wah Cantt | July 2023 - September 2023

- Developed front-end mobile application using Flutter Language.
- Worked on back-end development using SQL, and AWS Cloud.
- Integrated Firebase for real time data storage and authentication.
- Collaborated with teams to ensure design met user requirements and business goals.
- Integrated RESTful APIs and third-party libraries for real-time data synchronization, payment gateways, and social media logins.

UI/UX INTERN

Protribes | Jan 2023 - March 2023

- Designed user-friendly interfaces with tools like Figma.
- Created prototypes and conducted usability testing to enhance user experience.
- Delivered responsive designs optimized for mobile, tablet, and desktop devices.
- Collaborated with developers for seamless implementation of design elements.

Projects

- Managing end-to-end maintenance and troubleshooting of CMPAK SMS service.
- Conducted functional and user acceptance testing (UAT) for CMPAK AAA project to validate system performance and accuracy of client request processing.
- Working on Ufone USSD project, designing and testing service menus, integrating with backend systems
- Scalp Inspector Using Deep Learning.
- The Wisdom Tree.
- iPhone Store Mobile App.
- LMS Mobile app testing.

Certificates

- Cyber Security Certificate from HUAWEI.
- Maintenance Service Certificate from HUAWEI.
- Managing and deploying Azure resources Certificate from Microsoft.
- UI/UX Certificate from Udemy. Silver Batch from Testlio.
- Mobile application development certification from Udemy.
- UI/UX designing certificate from Udemy.

Education Background

- Comsats University Islamabad, Wah Campus
Bachelors in Computer Science
Completed in Jan 2024
- Scholars Science College, Wah Cantt
Pre-Engineering
Completed in 2019
- Saint Paul High School, Wah Cantt
Matric with Computer Science
Completed in 2017