

**Ambreen Joyo**  
159 Pleasantville Road  
Pleasantville, NY 10570  
Contact: 914-410-6249  
ambreen\_ntc@yahoo.com

## **OBJECTIVE**

Seeking a Telecom Engineering position in a progressive and dynamic company where my extensive knowledge of Telecommunication (maintenance & operations) can be utilized to increase the company's services, creativity and revenue.

## **TECHNICAL SUMMARY**

- **VoIP /SS7 Protocol:** SS7, ISDN, ISUP, TCP/IP,SIP
- **Networking Exposure:** 802.11, PPP, ATM, Frame Relay and X.25
- **Database:** SQL and oracle
- **Operating Systems:** Windows and MS Office packages
- **Software :** C , Fortran, Pascal, Basic, Assembly and Java
- **Tools :** Ethereal, sniffer and Opnet
- **Telephony:** CO(switches),NGN (soft switch),PBXs

## **PROFESSIONAL EXPERIENCE**

### **1.DZD Communications,inc,NY,NY**

**Oct 2007 – Mar 2008**

Telecom Engr. Maintenance & support

- Manage reported customer issues via trouble ticketing system, ensuring fault isolation, escalation, and resolution is documented within the trouble ticket. Provided consistent customer follow-up, for the timely customer resolution.
- Responsible for the maintenance of the customers requiring Internet connectivity as well as providing technical support on their issues regarding LAN/WAN.
- Maintained the basic network connectivity by accessing Telecom IP information for customer serial and ethernet ports along with ISP DNS information
- Troubleshooting VoIP and PSTN services including:
  - Call routing via TCP/IP, SIP and H.323 protocols
  - In-bound/Out-bound call processing
  - IP to PSTN, PSTN to IP and IP to IP In-bound/Out-bound call processing
  - Debug PSTN and PBX issues in analog, ISDN and T1
  - Implemented SIP trunking from the Carrier
- Administer call routing, and perform traffic analysis. Maintain liaison with Telco & vendor representatives for all equipment, maintenance and contractual issues. Perform maintenance audits, address issues and minimize system down time
- Managed VoIP based network. Tested & verified voice quality from customer end till the last mile through different interfaces.

## **2. Micro Technology Int'l Inc**

**Nov 2006 – Sept. 2007**

Engineer Network Operations & Installation

- Setup and completed testing of VOIP network for company and potential customer
- Used Cisco Works to inventory, monitor, and troubleshoot customer hardware and circuit issues
- Provided design, engineering, and installation support
- Created maintenance procedures for new network equipment
- Installed, tested, and maintained a Frame Relay Network
- Broadsoft VOIP Administrator, as I configured all new sites, users, and equipment for VOIP access and troubleshoot any problems consisting of router, gateway, or broadsoft switch
- Managed data switches via CLI for use with VOIP network. Cable out phone switch to existing MDF/IDF. Tested & verified voice & data runs

## **3. National Telecom. Corp, Karachi, Pakistan**

**Mar 2004 - Aug 2006**

Engineering Manager, Network Services

- Designed, negotiated equipment pricing and assisted with installation of technician consoles, room lighting, projection units for call center environment
- Provided infrastructure engineering & Database configuration that supported call centers
- Hired three network technicians and trained them on company procedures and network operations and troubleshooting procedures
- Configured, installed, and maintained routers/switches by accessing through a secure GUI or telnet session
- Completed configuration of router and or switch equipment for basic network connectivity by accessing Telecom IP information for customer serial and ethernet ports along with ISP DNS information.
- Completed all budgeting, negotiated all network equipment pricing, managed the project timelines, and insured vendor's completion for new headquarters
- Provided executives with weekly network and personnel analysis to determine correct budget and customer support levels
- Monitored, maintained PABXs installed at different banks/companies & provided technical support to the customer using different tools

## **4. National Telecom. Corp, Karachi, Pakistan**

**June 2000 - Mar 2004**

Data & Voice Communications Engineer

- Performed hands on technical tasks for solution assessments deployments & implement call center & voicemail system
- Continue to improve customer service level through more efficient call traffic
- Whole Network Designed which includes IP Addressing, Routing Protocols, Static Bandwidth etc.
- Configured Channelized E1 links between routers at multiple locations
- Provided technical support to all teams

- Proven initiator & strategic thinker with effective leadership, analytical, organizational & communication skills

### **PROFESSIONAL TRAINING & DEVELOPMENT:**

- Basic Training for Engineers, TSC, Haripur
- ICND CISCO routers, COMSATS, Karachi
- Mobile communication(GSM & AMPS) ,Islamabad
- Operation & Maintenance of Meridian-1 Option 81/61/11 APPOLO, Islamabad
- Installation & Maintenance of green Exchange, APPOLO, Islamabad
- Optical fiber access network (OFAN), HUAWIE, Karachi
- Intelligent network & value added services PTCL, Islamabad
- C&CO8 Huawie , Karachi
- A+ Course (COMP TIA) ,Pace University, NY
- Project Management , CCONY, CUNY

### **RESEARCH PAPERS**

- Design and Implementation of CCONY Video Streaming server & web based player for the City College of the City University New York (Dec, 2008)

### **ADDITIONAL INFORMATION:**

- Superior Customer support services & Technical Writing skills
- Language: English, Urdu, Sindhi
- References: Available upon request

### **EDUCATION:**

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|----------------------|--|--------------------------|
| <b>1990–1995</b>     | <b>NED University</b>                        | <b>Karachi, Pakistan</b> |
|                      | ▪ Bachelor of Engineering (Electronics)      |                          |
| <b>1989–1990</b>     | <b>Karachi University</b>                    | <b>Karachi, Pakistan</b> |
|                      | ▪ Bachelor of Science (Maths, Stats, Econ)   |                          |
| <b>2008- to date</b> | <b>City College/CUNY</b>                     | <b>NY, USA</b>           |
|                      | ▪ Masters of Engineering ( EE, Telecom./IT ) |                          |