

Amirhossein Saberi

Version [1.5]

DevOps/VoIP Engineer

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Objective

Seeking a position to utilize my skills in the field of VoIP industry. I am really happy to work with well experienced VoIP department.

To take a challenging role and apply my technical and Project Management skills to give an efficient and effective solution that would help the organization to achieve the desired goals in the business and technology.

Summary

A skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness.

High-energy, confident professional with an infectious enthusiasm for technology. Known for an interactive teaching style that encourages student participation and enthusiasm while facilitating learning.

Experienced supervisor with a management style that motivates staff productivity.

Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.

Experience

Head of Technical VoIP & OTT Team, SHATEL

Tehran, Tehran — 2013-Now

Working as DevOps/VoIP Engineer.

Accomplishments

- Supervisor of VoIP team
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- Maintain & Troubleshooting and setting up linux servers
- Maintain & Troubleshooting cisco routers (AS5300 , 7200 , 2800)
- Setting up custom C4 switches for edge network (TELES, Freeswitch, OpenSIPS)
- Well experienced on script writing (Python, Perl, PHP, Bash)
- Maintain CI + CD (Jenkins & Gitlab)
- Configuration Management / Automation (SaltStack)
- Maintain monitoring systems (ZABBIX, Grafana, Prometheus, Nagios)
- Backup controlling on Tape (Veritas)
- Database management (HBase, Cassandra, Neo4j, Redis, MongoDB,

Oracle)

- Teach Linux, VoIP new colleague
- Carrier relations
- Trainer of C4, C5
- Compiling 100+ open source softwares

Network Monitoring Specialist, SHATEL

Tehran, Tehran — 2012-2013

Monitoring & troubleshooting all network with monitoring systems.

Accomplishments

- Control the status of Network Elements (DSLAM, Switches, Routers, E1, SDH)
- Follow the equipment vendor procedures or internal procedures in case of notifications or alarms
- Inform the hierarchical superiors and the Customer Care Department when the outages involve major network components
- Monitoring with Smokeping, Cacti, Zabbix, Solarwinds

Customer Technical Support, SHATEL

Tehran, Tehran — 2011-2012

Support ADSL2+ , VoIP, P2P customers.

Accomplishments

- Troubleshooting customers services with phone, chat, ticketing and verbal
- Working with all modems

Education

Islamic Azad University, Science And Research Branch

Master — 2018-2020

Information Technology - Network engineering

Elmi Karbordi Khaneh Kargar branch

Bachelor — 2013-2016

Engineering technology of computer networks

Azad University of Shahre Rey

Associate's degree — 2009-2011

Software engineer

Languages

Persian

Advanced

English

Intermediate

Certificates

IT certificates

- Network+ - Self study - 2010
- CCNA - Pishgaman Vista - 2011
- MTCNA - Nooran - 2012 (#1207NA029)
- MTCWE - Nooran - 2012 (#1207WE027)
- CCNP Route - SHATEL - 2013
- MCITP - SHATEL - 2013
- Zabbix - SHATEL - 2013
- DSLAM - SHATEL - 2013
- Linux (LPIC1) - SHATEL - 2014
- Advanced Database course in Hong Kong - 2016
- ITIL - IMI - 2017

Skills

- Working & Configuring & Troubleshooting Cisco switches and routers
- Working & Configuring & Troubleshooting linux (Redhat base or Debian base)
- Working & Configuring & Troubleshooting VoIP C4 and C5 switches
- Familiar with VoIP technical and billing systems (Jerasoft,A2Billing,Terminus)
- Advanced BASH scripting
- Working & familiar with RDBMS and NoSQL databases such as MySQL, Redis, MongoDB, Neo4j, Cassandra, PostgreSQL, Oracle, HBase
- Programming with HTML, PHP, Python, Perl (DID panel , Automatic report system)
- Working with API
- Familiar with VoIP Gateways and IP Phones(NewRock,ZyXEL,Atcom)
- Advanced carrier routing
- Advanced Freeswitch,Asterisk routing
- Compile and configuring monitoring systems (Zabbix, Grafana, Prometheus, Nagios)
- Asterisk web base panels (Elastix, Vaak, FreePBX)
- SIP Proxy servers (Opensips)
- Working with VoIP test systems and creating advanced scenario (Sipp, Sipsak)
- Advanced analysing VoIP packets (Wireshark, Tcpdump)
- SBC - Oracle Acme packet
- Working with CI + CD (Jenkins & Gitlab)
- Configuration Management / Automation (SaltStack)
- Backup controlling on Tape (Veritas, Bacula)

Training courses

- VoIP
- Freeswitch
- Asterisk
- Oracle Acme Packet

References

- Monitoring systems (Zabbix)

Mikrotik certificates : http://www.mikrotik.com/certificate_search.php - Search:
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