



Zaw Min Paing

NOC Shift Leader

Experienced non manager with a robust background in Telecom Network Technologies, Physical IP & DWDM Networks, Radio Access Networks and Data Center. Adept in Incident Management, NOC Management, and Customer Relationship Management, with a specialized focus on Network Monitoring, Leadership, Team Management, and Incident Resolution.

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22nd May 1996

Mayangone, Yangon,
Myanmar

[://ZMP](#)

WORK EXPERIENCE

NOC Shift Leader - Viettel Construction Myanmar

10/2022 - Present

- Ensure optimal network service availability and operational efficiency across the organization, achieving 99.9% availability to enhance customer satisfaction and meet SLA targets.
- Orchestrated the Telecom O&M Project with a team of 20 NOC shift members, overseeing the management of 6000 BTS sites and 20000 km of fiber cable routes across 16 branches.
- Implemented strategic improvements resulting in a 99.9% operational efficiency within the Network Operation Center, ensuring seamless operations round the clock.
- Spearheaded training initiatives, imparting expertise on network infrastructure, NMS tools, and NOC processes to new joiners and team members, fostering a skilled workforce.
- Led the management of major network incidents, collaborating with internal teams, vendors, and clients to minimize service outages and adhere to SLA targets.
- Analyzed daily, weekly, and monthly network outage reports for BTS and cable routes, providing actionable insights and proposing solutions for network improvements to mitigate service disruptions.
- Facilitated seamless coordination between branches and teams, ensuring timely updates on ground handover data and team assignments for smooth operational workflows.
- Monitored and validated monthly KPIs of branches and teams, providing detailed reports to the Board of Directors (BODs) and Chief Technology Officer (CTO) for informed decision-making.
- Managed SLA reconciliation with customers on monthly basis, fostering strong relationships and ensuring alignment with service level commitments.

NOC Engineer - Viettel Construction Myanmar

11/2020 - 10/2022

- Ensure seamless operation and optimal performance of network infrastructure, delivering timely reporting and resolving network issues to enhance customer satisfaction.
- Implemented proactive monitoring strategies to swiftly detect and analyze alarms at BTS stations, encompassing radio, power, and transmission issues, ensuring minimal service disruption.
- Utilized advanced Network Monitoring Systems including iManager U2000, iMaster NCE (Huawei), and NetNumen to diagnose network problems efficiently, resolving issues independently or coordinating on-site rectification with field teams promptly.
- Demonstrated exceptional problem-solving skills in tracking and resolving cable incidents and transmission network problems, implementing temporary solutions as required and providing comprehensive updates until permanent resolution.
- Maintained effective communication with internal and external stakeholders, delivering regular updates on incident progress and resolution, ensuring transparency and trust.
- Fostered effective collaboration with field operations teams and customers, facilitating the swift resolution of network issues and continuous improvement in service quality.
- Conducted thorough investigations to identify root causes of network problems, leveraging findings to recommend and implement preventive measures, thereby minimizing the occurrence of future incidents.

EDUCATION

- **Bachelor of Engineering in Electronics**
Technological University (Toungoo)
12/2016 - 09/2019
- **Bachelor of Technology in Electronics**
Technological University (Toungoo)
12/2012 - 09/2016

SKILLS

- **Technical Skills:**
Network Monitoring, IP & DWDM Network, Fiber Optics, Radio Access Network, Energy Monitoring, AC & DC Power System
- **Management Skills:**
Team management, Team Training, KPI Management, Shift Management, SLA Management & Reconciliation
- **Soft Skills:**
Data Analytic, Leadership, Problem Solving, Attention to details, Incident Management, Customer Service, Adaptability

ACHIEVEMENTS

- Best Employee of the Year 2023 in Viettel Construction Myanmar
- Excellent Employee of 2nd Quarter 2023 in Viettel Construction Myanmar
- Excellent Employee of 4th Quarter 2022 in Viettel Construction Myanmar

LANGUAGES

- Burmese - Fluent
- English - Professional
- Hindi - Fluent