



CV

MURTAZA JAMAL

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Sångvägen 6A, Järfälla Stockholm

Date of Birth: 18th May 1986

Citizenship: Sweden and Pakistan

Professional Summary:

To secure a position as a Electrical Telecom Engineer at a leading tech company where I can leverage my technical expertise and problem-solving skills in a challenging and learning environment.

Extensive experience with multi-national tech companies and cloud communication platforms, including Sinch CPaaS, Prisma Telecom Testing, Alcatel Lucent (currently Nokia), and Pakistan Telecom Company Limited. Keenly interested in artificial intelligence and machine learning to further develop skills in emerging technologies. Recognized for being self-disciplined, well-organized, adaptable, and effective both as an individual and team player, with strong analytical and technical skills.

Languages:

- English (Fluent)
CLB 8 , IELTS result available
- Swedish (Very Good)
- Urdu (Native)

Tools:

- MATLAB
- Linux
- Windows & MS Office
- X-Manager
- TEMS
- AutoCAD
- VoIP Monitor
- Thousand Eyes
- Datadog
- Wireshark
- TelQ
- CSG Assure (Ascade)
- Postman API
- MS Visio
- Verilog
- PSpice
- VHDL
- Technical support tools
- CPaaS

Support &

Ticketing Tools:

- Zendesk
- Jira

Other Merits:

- Motor car License EU
- Motor bike License
- Startup experience in Sweden

Work Experience:

Service Operations Engineer, (Messaging)

Sinch Sweden September 2021 - Current

- Managed customer and supplier provisioning, ensuring technical compatibility and managing SS7 connections. Customer provisioning using SMPP, HTTP and REST API protocols
- Provided third-line support for messaging, including network tracing and troubleshooting message delivery issues
- Expertise in global, local and marketing products including long numbers, short codes, toll-free and virtual numbers, 2FA, and number-lookup products
- Optimized account management processes for improved efficiency and reliability.

Technical Integration Engineer, Operations (Voice & Verification),

Sinch Sweden February 2019 - September 2021

- Carrier and provider integration
- Led customer on-boarding and technical configuration for voice and verification services
- Managed worldwide Local Markets Testing LMT, business case analysis, and finalized hand-over.
- Expertise in VoIP, SIP, Text-to-Speech (TTS), and third-line support
- Conducted capacity planning, incident handling and reporting, and daily traffic quality reports, in Real Time Communication RTC.
- Monitoring voice calls and optimizing success ratio for flashcall, callout and sms verifications

Fleet Owner & Supervisor (sidework)

Uber & Bolt Ride-hailing platforms Stockholm June 2019 - Ongoing

Technical Support Engineer

Prisma Telecom Testing, Stockholm June 2018 - December 2018

- Provided support on Ericsson's 5G project focusing on Prisma Telecom's solutions.

Certifications:

- Session Initiation protocol SIP Advanced
- Security awareness training
- Phishing foundations

Extra Curricular Activities

/ Hobbies:

- Music
- Road Trips and Long drives
- Tourism and cultural exploration
- Planting and Gardening
- Cricket
- Motorcycling

Customer Service representative

Bring City Mail / Premo Logistics, Stockholm January 2012 - January 2017

- Managed, handled and delivered consignments as a delivery driver, also maintained computerized customer information updated and provided customer service

Internship

Alcatel Lucent (currently Nokia) January 2010 - January 2011

- Supported the Operations & Maintenance department and worked on the Base-Station Subsystem and for CMPak Project and Nayatel Project

Trainee

Pakistan Telecom Company Limited (PTCL) January 2009 - January 2010

- Technical support to the Telecom transmission, routing and switching Network of PTCL Exchange and gained practical technical knowledge.

Volunteer Work

- Organized and Managed **Robotics Contest** held at NUCES-FAST Islamabad Campus 2010. Contestants from 5 top universities of Pakistan were invited.
- Disaster relief volunteering and Decision makings during October 2005 **Islamabad earthquake** and 2023 **Pakistan floods**.

Education:

Master's Degree in Electrical Engineering (Radio Communication)

Blekinge Institute of Technology (BTH) Karlskrona, Sweden

April 2011- November 2013

Educational Credential Assessment done by World Education Services, Canadian Equivalency: Master's Degree

Bachelor's Degree in Telecommunication Engineering

FAST-National University of Computer & Emerging Sciences Islamabad

August 2005 - June 2010

Educational Credential Assessment done by UHR Sweden, Swedish Equivalency: Bachelor's Degree

Major courses:

- Digital Signal Processing
- Wireless Networks
- Session Initiation Protocol SIP Advanced
- Neural Networks using Artificial Intelligence
- Radio Communications
- Digital Communications
- Fiber Optic Communication
- Antenna Theory
- Computer Organization & Architecture
- Digital Transmission
- Signals & Electronic Systems

Will be pleased to provide references upon request.

Dated: 20th of September, 2024