



Upstream BPO Sdn Bhd

Company Overview

Our aim is to position ourselves as a leading provider of high value, knowledge based, BPO services to ICT (Information and Communications Technology) service providers.

Our target market are ICT service providers in first world & developed countries, including Canada, USA, UK, Saudi Arabia, Bahrain, UAE, Malaysia, Singapore and Australia. This includes the following vertical segmentation:

Information Technology

- Data Centres
- Internet Service Providers
- Data Network Operators
- Website hosts

Telecommunications

- Mobile cellular operators
- Fixed line operators
- International telephony service providers
- Transmission network operators

The Services provided by Upstream BPO Sdn Bhd include:

- Accounting (general ledger, billing, etc.)
- Call Centre and Customer Service activities
- Financial & Administration processes
- Payroll management
- Technology Infrastructure management
- Testing and Quality Assurance
- Business Processes Documentation



Internship to Job Opportunity

MYR 1250 – 1500/Month
Kuala Lumpur

Based on the performance evaluation and on successful completion of the internship, the organization may offer the candidate a full time job position which will also include allowances, and other perks & benefits.

This position entails working as part of our dynamic 24x7x365 Network Management Centre (NMC) supporting the technical, operational and support requirements of our global telco customers.

During the internship period, you will be exposed to these areas:

- Configuring SIP Interconnects
- Monitoring Quality of Service (QoS) statistics
- Class 4 Soft switches
- Session Border Controllers (SBC's)
- Standard Operating Procedures
- IP to IP Interconnect testing
- Routing Strategies
- Networking Concepts
- Handling Customer Trouble Tickets and Issues
- Live interaction with customers
- Quality assurance testing using automated testing platform.
- Linux Servers

Requirements:

- Candidate must possess or should be currently pursuing a Bachelor's Degree in Information Communication Technology / Telecommunication or equivalent.
- Candidate must be able to work in shifts (Morning, Evening & Night)
- Required skill(s): Strong Communication Skills, Windows OS, MS Office.
- Preferred skill(s): LINUX, Voice over IP.
- Required language(s): Fluency in English (Written and Spoken)
- Nationality: Malaysian
- 4 Internship position(s) for duration of 24 week(s).

**Interested Candidates should send their resume's on the following id:
noman.nawaz@upstream.com.my**



Network Engineer

MYR 2800 – 3300/Month
Kuala Lumpur

This position entails working as part of our dynamic 24x7x365 Network Management Centre (NMC) supporting the technical, operational and support requirements of our global telco customers.

Job Responsibilities:

- Configuring SIP Interconnects
- Monitoring Quality of Service (QoS) statistics
- Handling Class 4 Soft switches
- Managing Session Border Controllers (SBC's)
- Performing tasks as per Standard Operating Procedures
- IP to IP Interconnect testing
- Implementation of Routing Strategies
- Management of Network resources
- Handling Customer Trouble Tickets and Issues
- Live interaction with customers
- Quality assurance testing using automated testing platform.
- Operating Linux Servers

Requirements:

- Candidate must possess a Bachelor's Degree in Information Communication Technology / Telecommunication or equivalent.
- Candidate must be able to work in shifts (Morning, Evening & Night).
- Candidate must be flexible to work on Public Holidays if required (Will be compensated accordingly)
- Required skill(s): Strong Communication Skills, Windows OS, MS Office.
- Preferred skill(s): LINUX, Voice over IP.
- Required language(s): Fluency in English (Written and Spoken)
- Nationality: Malaysian
- Full time position(s) available

After successful completion of 3 months' probation period, the candidate will be eligible for all the allowances and benefits pertaining to this position as per Company policy.

Interested Candidates should send their resume's on the following id: noman.nawaz@upstream.com.my