RISHI VAISHYA

PM-Telecom Professional

rishivaishya@gmail.com • +91-8800781418 • Bangalore, 560064

Professional Summary

Telecom operations professional with 13+Years of experience in Telecom and IT Service Management, Incident Management and Stakeholder Management Governance. Skilled at leading cross-functional teams, driving process improvements, and resolving complex issues to enhance efficiency. Customer focused with strong technical and communication skills, committed to integrity, service excellence, and operational leadership.

Work History

Senior Consultant – Infosys Ltd

August 2022 – Present | Bangalore

- Spearheaded a multinational SBC migration initiative, transitioning from Oracle ACME Net-Net SBC to advanced Ribbon SBC 5400/7000 platforms, enhancing VOIP provisioning and troubleshooting capabilities. Pioneered a critical project in the Netherlands, leading onsite operations for 6 months to fortify backbone network management. Currently driving a major VOIP migration project for a leading U.S. mobile manufacturer, optimizing backbone network management and deploying Ribbon SBC 5400 & 7000 series, RAMP, and PSX technologies. Responsible for tracking SLAs for all incidents. Setting up the technical bridge , The coordination of diagnosis and restoration activities.
- Ensuring all required stakeholders are engaged and participating in the diagnosis and restoration activities • The tracking of Incident SLA, ensuring the notifications for High Impact Incidents are sent.
- In this role I am responsible for workforce planning, delivery opertions and planning strategy. Performing callout's to the MIM on call for high-impact incidents. • Performing escalations towards management for outstanding incidents or blocking points, driving incidents towards resolution, managing complex outages, and restoring services in synchronization with the customer, partners, and Technical Support Oper-
- ations, while documenting all actions performed in the incident ticket. Performing business communication management internally and externally using the agreed channels of communication. Off-com reporting, producing incident reports, and coordinating with the problem manager for the RCA and lessons learned.

Tech Lead – COLT Technology Services India Pvt ltd

February 2021 – August 2022

- Manage project for European Country SIP Trunk Provisioning, Activation support on the platform of TDM switch NORTEL DMS 100 & Siemens EWSD.
- Involved in VOIP access new customer proposal documents and solution design in co-ordination with Engineering team for such as creating SIP Trunks for 3rd party internet based, IAS and VPN based customer.
- Incident management and risk analysis.

Sr. Engineer – Ericsson India Global Service Centre

December 2018 – February 2021

- Worked on European telecommunication company Project, handling platform related faults/alarms for respective nodes of multiple vendors.
- Provisioning issues caused due to voice switch viz. CS2K/C20 systems (Ribbon), HiQ/HiG systems (Nokia), NGCP/OpenSER system (Sipwise), excluding WebCLI (Acme) SBC.
- Managed team for 4 people to run a 24*7 operation project for Voip related issues and backbone network

Sr. Engineer – COLT Technology Services India Pvt Ltd

October 2014 – December 2018

- Managed Project for porting task transition to India from EMEIA location on the platform of TDM switch NORTEL DMS 100 & Siemens EWSD.
- handled Project planning and implementation work

Engineer – TATA Communications Transformation Services Ltd.

February 2012 – October 2014

- Worked with Canada based telecom service provider TELUS on the platform of TDM switches like NORTEL DMS 100, DMS 500.
- Resolution of faults escalated by the L1 team such as feature faults, line issues, call routing problems like failure to calls towards other operators, calling issues to a certain number of levels.
- Enhance operational efficiency and customer satisfaction by streamlining configuration management processes.

Education

BTECH (ELECTRONICS & COMMUNICATION)

Noida Institute of Engineering and Technology, Greater Noida | Greater Noida

August 2007 – August 2011

71.72%

Skills

Risk assessment and management
Advanced

Problem solving and resolution
Advanced

Change management
Advanced

Stakeholder engagement and management
Advanced

Project planning and execution Work coordination
Advanced

Proposal preparation and review
Intermediate

Project Management
Advanced

VOIP, Linux,SIP,Linux
Advanced

Social Links

[LinkedIn](#)

Courses and Certifications

Project Management Professional
PMI
June 2025 – June 2028
Certificate Id:4125994

ITIL V4 Foundation

Power BI, Tableau

CISCO CCNA R&S
CISCO ID- (CSCO 12646656), 200-120

CISCO CCNA Voice
210-060

Multicloud Aviatrix ACE

September 2020 – Present
Batch id: 2020-7307

Microsoft Azure AZ-900
ID-MS0993826598

Awards

Optimized service delivery tasks
Colt Technology - September 2021
Optimized service delivery tasks by 20% through smart workflow management

Efficiently managed critical backbone network outages
Infosys Ltd - January 2025
Efficiently managed critical backbone network outages for clients