

Ved Prakash Pandey

Director Delivery

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Professional Summary

NOC and Operation leader with 18 years of managing global support centers and driving incident management excellence. Expert in Incident handling, managing service disruptions, optimizing operational workflows, and developing incident analysis tools that improve service uptime and decision-making. Strong background in automation, problem management, and real-time monitoring across telecom and enterprise networks. Strong believer in the AIOps vision—blending automation, data, and intelligence for self-healing networks.

Key Expertise

- Global NOC Management & 24x7 Operations
- Incident Analysis, Escalation Management & Problem Management
- IP Networking (Routing, Switching, Security)
- Core Network Infrastructure (MME, PGW, SGW, PCRF, AAA, DNS)
- Diameter Protocol (Charging & Policy Control)
- Custom Tool Development (React + Python + REST APIs)
- Workflow Automation & Service Dashboards Management
- Capacity Planning & Traffic Engineering
- AIOps Strategy for Fault Prediction & Auto-Remediation

Certifications

- Agile Scrum Master
- GCP Cloud Professional Architect
- Prompt Engineering for ChatGPT – Coursera
- Google IT Support Professional Certificate
- Power BI Certification – Simplilearn
- Education: Bsc

Work Experience

Director Delivery : 01/2012 to Sep 2024

Prodapt Solutions, Bangalore

NOC Operations & Incident Management:

- Managed multi-region NOC operations across Virgin Media, GCX, Instart, Brodynt, Vodafone, ensuring 24x7 monitoring, escalations, and SLA compliance
- Established and led ITIL based incident management and root cause frameworks, reducing repeat issues and shortening MTTR.
- Worked closely with product and engineering to refine alerts, noise thresholds, and escalation protocols.

Automation & Optimization:

- Drove automation in L1/L2 workflows, auto-ticket enrichment, and initial triage using rule-based logic.
- Designed custom Incident analysis system that resulted in reduction of incidents by ~ 30% using automation and analytics, using real-time data prevent recurring issues, improve uptime and developed custom incident correlation and workaround logics.

Incident Analysis Tool Development:

- Designed and delivered a full-stack Incident Analysis Tool to detect repeat, duplicate, and recurring tickets.
- Implemented dashboards and metrics for tracking incidents, and workaround automations.
- Improved visibility for leadership, reduced operational load, and laid the groundwork for future AIOps-driven incident classification and correlation.

Project Highlights:

Virgin Media NOC Operations (2023-2024) (Internal- Ireland)

- End-to-end NOC operations management for Virgin Media's quad-play services—Broadband, TV, Mobile, and Voice.
- Managed CDN and core network infrastructure, ensuring high availability and seamless service delivery.
- Led real-time monitoring, incident handling, and escalation management across all service layers.
- Improved incident resolution time and reduced service disruptions through workflow enhancements and root-cause analysis.

Airtel Mobile Packet Core NSA (2020-2021) (Cisco, Delhi)

- Led the planning, design, and deployment of virtualized mobile packet core infrastructure.
- Deployment of key components including MME, ePDG, SGW, PGW, and PCRF.
- Played a key role in setting up the NSA 5G packet core, enabling smooth coexistence with the existing 4G network and advanced service delivery.

AP Fiber Network Operations (2019-2020) (Cisco, Visakhapatnam)

- Led operations for a high-performance fiber optic network supporting triple-play services—Internet, TV, and Voice—for AP Fiber.
- Managed key infrastructure components including BNG (Broadband Network Gateway), AAA systems, and ASA firewalls, ensuring seamless delivery of services.
- Managed team responsible for real-time monitoring, fault handling, and maintaining service continuity across access and core layers.
- Collaborated with cross-functional teams to enhance operational workflows and maintain high service quality across the triple-play network.

OneWeb Satellite Network Lab – Virtual Packet Core & Testing (2017-2019) (WWT, Virginia, U.S.)

- Architected a virtualized Cisco mobile core lab with key components including MME, SGW, PGW, and PCRF, replicating real-world enterprise network environments for pre-production validation.
- Designed and deployed a cost-effective test lab to support validation of network hardware, configurations, and end-to-end service flows.
- Successfully conducted first call testing using OneWeb's low Earth orbit (LEO) satellite network, ensuring integration readiness and performance stability.
- Enabled early-stage troubleshooting, scenario simulation, and feature testing to reduce production issues and accelerate deployment timelines.

Vodafone Managed Packet Core (2012 -2017) (Cisco, Bangalore)

- Worked as an Escalation Engineer and core member of the Problem Management team for Vodafone's large-scale IP and mobile packet core infrastructure.
- Provided expert-level support for critical incidents involving PGW, PCRF, GGSN, ASA firewalls, IP (OSPF/BGP), AAA, and DNS, ensuring high service continuity.
- Played a key role in identifying recurring faults, initiating corrective actions, and contributing to long-term network stability.

Previous Experience:

Lead IP Engineer (Nokia Siemens Networks, Lucknow | 2011 – 2012)

- Led the IP/MPLS engineering team for Tata Docomo's converged multi-service network.

MPBN Engineer (Yanair + Essjay (Ericsson), Lucknow | 2009 – 2011)

- Provided engineering support for BSNL's national MPLS and IP backbone.

CAP Engineer (Datacraft India Pvt. Ltd. (via TeamLease), Lucknow | 2008 – 2009)

- Maintained and supported the leased line and ISDN network infrastructure for SBI Bank, ensuring smooth operation of two major city aggregation points.

Resident Engineer (Sysnet Global Technologies, Varanasi | 2006 – 2007)

- Delivered hands-on technical support and troubleshooting as a System Support Engineer, ensuring uninterrupted IT services for end users.