Ved Prakash Pandey  
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**Professional Summary**

Telecom operations and NOC leader with 18+ years of experience in managing large-scale global support operations. Specialized in OSS/NOC operations, incident analysis, and network automation. Proven track record in building tools that integrate with OSS/BSS systems to improve resolution time, visibility, and network reliability. Strong advocate of AIOps and data-driven automation for telecom service assurance.

**Key Expertise**

* Global NOC & OSS Operations
* Incident, Escalation & Problem Management
* OSS Tools: Fault, Performance & Service Management
* BSS Awareness: Service Activation, Billing Impact Analysis
* Custom Tool Development (React + Python + REST APIs)
* IP Networking (Routing, Switching, Security)
* Diameter Protocol (Charging & Policy Control)
* AIOps Strategy & Auto-Remediation
* Workflow Automation & KPI Dashboards
* Capacity Planning & Traffic Engineering
* Core Network Infrastructure (MME, PGW, SGW, PCRF, AAA, DNS)

**Virgin Media NOC Operations (2023–2024) – Ireland**

* Oversaw end-to-end NOC operations integrated with OSS/BSS platforms supporting Virgin Media’s quad-play services—Broadband, TV, Mobile, and Voice.
* Managed CDN and core network infrastructure, ensuring high availability, accurate provisioning, and fault resolution via integrated OSS tools.
* Led 24x7 real-time monitoring, alarm correlation, ticket handling, and escalation workflows using OSS fault and performance systems.
* Enhanced incident resolution and minimized service disruptions by optimizing trouble ticket flows, SLA tracking, and workflow automation.
* Collaborated with BSS teams to ensure billing-impacting incidents were addressed quickly, improving customer experience and service continuity.