Ved Prakash Pandey  
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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.

**Experience**

Director – Delivery  
Prodapt Solutions, Bangalore | Jan 2012 – Sep 2024

* Led teams of 45+ across global support centers, improving service quality and reducing incident costs by 30%.
* Streamlined workflows and regularly reviewed team goals to enhance efficiency and reliability.
* Used data insights to identify issues, balance workloads, and drive consistent performance improvements.
* Developed a custom incident analysis system using real-time analytics, reducing incidents by ~30%.
* Built predictive tools to detect issues early and reduce downtime.
* Led product development at Cisco for transcription, translation, and editing tools.
* Directed NOC operations across Virgin Media, GCX, Instart, Brodynt, and Vodafone, achieving 99.9% uptime.

**Project Highlights**

* Virgin Media NOC (2023-2024): Managed quad-play NOC operations, improved workflows, and protected uptime.
* Airtel NSA Packet Core (2020-2021): Deployed virtual core (MME, PGW, etc.), enabled 5G NSA setup.
* AP Fiber Network (2019-2020): Handled triple-play ops, optimized monitoring & escalation processes.
* OneWeb Lab (2017-2019): Built virtual Cisco lab, conducted first-call test via LEO satellite.
* Vodafone Core (2012-2017): Escalation Engineer, resolved 78% of critical incidents, ensured high service continuity.

**Previous Experience**

* Lead IP Engineer, Nokia Siemens Networks, Lucknow (2011–2012)
* MPBN Engineer, Yanair + Essjay (Ericsson), Lucknow (2009–2011)
* CAP Engineer, Datacraft India Pvt. Ltd., Lucknow (2008–2009)
* Resident Engineer, Sysnet Global Technologies, Varanasi (2006–2007)

**Leadership & Expertise Highlights**

Leadership

* Builds and leads high-performing teams
* Acts as a trusted advisor and strategic thinker
* Promotes continuous learning and knowledge sharing
* Drives team growth and skill development

Operations

* Focused on KPIs, metrics, and delivery outcomes
* Reduces incidents and boosts service stability
* Streamlines workflows for higher efficiency
* Leads capacity planning and performance optimization

Innovation

* Delivers smart solutions to complex challenges
* Leads automation and optimization efforts
* Improves productivity with efficient tooling
* Fosters a culture of innovation and improvement

**Key Expertise**

* AiOps & Automation for Delivery Excellence
* Data Analysis & Product Strategy
* Business Process Automation & Workflow Management
* Agile Ownership & Team Leadership
* Infrastructure Architecture & Network Engineering
* Capacity Planning & Traffic Engineering

**Technical Capabilities**

* Scrum Master, Product Management, Business Analysis
* Python, Pandas, NumPy, Seaborn, Matplotlib, HTML, CSS, JavaScript
* Google Cloud Platform (GCP), Microsoft Azure
* DevOps, Robotic Process Automation (RPA), AIOps Solutions
* IP Networking, OSPF, BGP, MME, SGW, PGW, PCRF, GGSN, AAA, DNS

**Certifications**

* Agile Scrum Master
* GCP Cloud Professional Architect
* Prompt Engineering for ChatGPT – Coursera
* UiPath Certified Advanced RPA Developer (UiARD)
* Google IT Support Professional Certificate
* Power BI Certification – Simplilearn