

VIVEK PANDEY

PROGRAM MANAGER | ENTERPRISE CONNECTIVITY, SERVICE ASSURANCE & PRODUCT OPERATIONS

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PROFESSIONAL SUMMARY

Program Manager with 6+ years of experience leading enterprise telecom delivery, service assurance, customer operations and product operations. Experienced in coordinating customers, sales, product, network, IT, field operations and partners while maintaining 95%+ SLA adherence. Strong in program governance, release readiness, incident reduction, RCA/CAPA, Voice of Customer analysis and executive stakeholder communication.

CAREER HIGHLIGHTS

6+ Years Telecom, enterprise delivery and customer operations	95%+ SLA Enterprise account performance maintained	50+ Members Customer operations team led	Cross-Functional Customers, sales, product, network, IT, field teams and partners
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CORE COMPETENCIES

Program & Delivery Governance: End-to-end delivery, RAID, change control, steering reviews	Enterprise Service Assurance: SLA governance, incident/problem management, MTTR, RCA/CAPA
Requirements & Product Operations: Problem statements, user stories, PRDs, acceptance criteria, VOC	Release & Adoption Readiness: Release planning, playbooks, readiness packs, hypercare
Prioritisation & Planning: RICE, value-vs-effort, backlog inputs, sprint and release planning	Leadership & Communication: Cross-functional coordination, war rooms, executive updates, coaching

PROFESSIONAL EXPERIENCE

Program Manager Cnergee (Airtel Business Account) Gurugram	Oct 2025 - Present
- Translate customer feedback, support trends and operational pain points into structured problem statements, requirements and product enhancement inputs. - Define acceptance criteria, success measures, release-readiness checkpoints and rollback considerations for controlled production rollouts. - Build program and product-health dashboards combining SLA performance, incidents, MTTR, adoption indicators and Voice of Customer insights. - Create rollout playbooks, readiness packs and hypercare frameworks that align delivery, support and stakeholder teams before launch. - Strengthen escalation prevention through structured RCA/CAPA, risk tracking, change control and clear ownership of corrective actions. - Maintain RAID registers, meeting decisions, action trackers and change-control documentation to provide transparent governance and auditability. - Improve rollout acceptance by aligning business, product, delivery and support teams on readiness criteria and post-launch ownership.	
Project Manager / Team Lead Cnergee (Airtel Business Account)	Apr 2023 - Oct 2025
- Led end-to-end execution of enterprise connectivity and assurance programs as the primary interface across customers, sales, product, network, IT, field operations and partners. - Maintained 95%+ SLA adherence across enterprise accounts through delivery governance, workflow optimisation and cross-functional accountability. - Conducted requirement-discovery sessions and translated business, operational and service expectations into actionable delivery and product inputs. - Supported backlog refinement and sprint planning with customer-impact analysis, operational-risk inputs and prioritisation recommendations. - Designed leadership dashboards covering SLAs, escalations, incident root causes, action ownership and overall program health. - Owned critical escalations and cross-functional war rooms, providing executive-level updates, risk visibility and outcome accountability. - Established formal Voice of Customer mechanisms by consolidating feedback from incidents, escalations and service reviews into corrective actions and enhancement recommendations. - Championed RCA-driven problem management, ensuring closure included preventive actions, process fixes, assigned owners and follow-through tracking. - Acted as the single point of accountability for enterprise assurance programs, providing customers and leadership with clear status, risks and resolution plans.	

EARLIER EXPERIENCE

Team Lead - Technical Support | Raygain (Airtel Business Account) Feb 2022 - Apr 2023

- Led technical support operations for Airtel-aligned solutions, ensuring service readiness, SLA compliance and stable customer onboarding.
- Converted support data and customer interactions into actionable product signals for Product and Engineering teams.
- Coordinated proofs of concept and pilot validations, defining technical and operational readiness criteria for production rollout.
- Improved team execution through structured performance reviews, quality audits, coaching, attendance planning and coverage management.
- Managed operational governance, including attendance planning and payroll inputs, to maintain uninterrupted support coverage.

Sector Manager - Customer Operations | Myntra Dec 2019 - Sep 2020

- Managed end-to-end customer operations for a 50+ member team, balancing productivity, service quality and customer experience.
- Used KPI and performance dashboards to identify process inefficiencies, recurring customer issues and improvement opportunities.
- Owned SLA performance, capacity planning, attendance governance, payroll inputs and escalation management for the assigned sectors.
- Acted as escalation and performance owner, presenting data-backed insights and corrective actions to senior operations leadership.
- Balanced workforce utilisation and service coverage through structured attendance, capacity and productivity planning.

IT Support Intern | Public Health Foundation of India (PHFI) Apr 2017 - Aug 2017

- Supported end-user IT operations, system configuration, onboarding, troubleshooting and operational continuity across departments.
- Managed IT asset allocation, tracking and handover documentation while building strong user empathy through direct support interactions.
- Performed basic system configuration and troubleshooting to support device setup, onboarding and continuity of departmental operations.

SELECTED PROGRAM & PRODUCT INITIATIVES

- **WFA Reliability Enhancements:** Analysed recurring ticket and support patterns, translated findings into user stories and contributed to stability improvements following release.
- **Enterprise Rollout Playbooks:** Developed readiness kits, operational checklists and hypercare plans to improve stakeholder alignment and acceptance during rollout.
- **SD-WAN Pilot Learnings:** Captured usability and operational gaps from pilot execution and converted them into product, UX and delivery requirements.

DOMAIN & DELIVERY EXPOSURE

Telecom & Enterprise Solutions: Enterprise connectivity, SD-WAN pilots, WFA solutions, service readiness and assurance	Product & Requirements: Problem statements, PRDs, user stories, acceptance criteria, VOC and adoption indicators
Governance & Reliability: Agile/Kanban, RAID, change control, incident/problem management, RCA/CAPA and MTTR	Rollout & Stakeholders: Release planning, readiness packs, hypercare, executive communication, vendors and field operations

EDUCATION

MCA	Manipal University	2025
BCA	Maharshi Dayanand University	2021

PROFESSIONAL DEVELOPMENT

Project Management Certification - LearnTube.ai | Certificate in Python - AI for Techies | AI Tools - Be10x