

# Prasant Panda

PROJECT MANAGER - Broadcasting Technologies, Python Programming, Cloud Infrastructure

✉ [prasant.cse@gmail.com](mailto:prasant.cse@gmail.com)

☎ +1 (438)-451-1249

📍 [Montreal](#)

in [LinkedIn](#)

## SKILLS

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- **Broadcasting Technologies:** OTT Client & Server, HLS, MPEG-DASH, MSS, HEVC, H.264, DOCSIS.
- **Programming & Scripting:** Python, BDD, Gherkin, Cmd2000, HTML for testing & development pipelines.
- **Monitoring & Visualization:** Splunk, Grafana, Kibana for log analysis and system performance tracking.
- **Infrastructure & Security:** Windows, Linux, FTP, RestAPI, ISO 27001, Wireshark, SNMP, SSH, Putty.
- **Cloud & DevOps Tools:** AWS, GCP, Kubernetes, CI/CD pipelines, Cassandra, vulnerability testing.

## WORK EXPERIENCE

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### Project Management Specialist

April 2025 – Present

*Vosyn*

*Ontario*

- Facilitated execution of 6 AI-driven initiatives by standardizing frameworks, calibrating deliverable timelines, and integrating risk control matrices, improving task-level completion consistency by 38% across agile environments.
- Coordinated task sequencing with 4 cross-functional units using sprint retrospectives, milestone tracking, and root cause analysis, improving team communication bandwidth and reducing backlog deviation rates by 41%.
- Developed and maintained 5 project dashboards using data visualization tools, tracked Gantt-based dependencies, and escalated variance triggers, resulting 33% improvement in resource alignment and stakeholder visibility.
- Analyzed time-phased metrics from 8 concurrent projects to identify process redundancies, optimize bottleneck cycles, synchronize delivery loops, achieving 29% reduction in project overruns with structured task allocation.

### Technical Support Specialist

June 2024 – February 2025

*Ally Bank (via Alorica)*

*Quebec*

- Diagnosed and resolved 120+ daily user issues across online banking, mobile apps, and Zelle transactions, maintaining a 93% first-call resolution rate through root cause analysis and incident management without escalation.
- Operated multi-platform troubleshooting on iOS, Android, Windows, macOS for authentication, installation, compatibility issues, reducing repeat call volume by 42%, improving overall customer satisfaction and operations.
- Facilitated secure access workflows for mobile banking & cloud payment systems, ensuring 99.5% uptime support, minimizing login disruptions by 38%, improving secure session stability across diverse user environments.
- Led end-user training on secure payment routing, mobile sync configurations, encryption validation, improving digital adoption metrics by 34%, enabling faster onboarding, reducing support requests related to new features.

### IT Infodesk Support

May 2024 – June 2024

*Robert Half (For McGill University)*

*Quebec*

- Established 25+ daily technical service tickets through chat, phone, email support systems, ensuring prompt troubleshooting resolutions & maintaining structured 97% customer satisfaction response rate without escalation.
- Conducted systems-level root cause assessments on escalated issues across distributed endpoints, optimizing ticket flow coordination, reducing average resolution timeline 32% through active cross-functional workflows.
- Integrated structured feedback loops and deployed survey mechanisms post-resolution, identifying service bottlenecks and enabling a 20% improvement in IT helpdesk performance metrics across categorized incident types.
- Collaborated with technical infrastructure teams to refine service desk protocols for escalated calls, improving end-user resolution alignment & reducing redundant responses by 27% across digital communication platforms.

### Project Manager

January 2020 – May 2023

*Irdeto Technology (Naspers Group Company) Client: Tata Sky & Airtel*

*India*

- Directed delivery of Conditional Access, Anti-Piracy, and OTT features across Android STB, Cloud DVR, and live streaming, achieving 25% system gain through cross-functional sprint planning and bug triage coordination.
- Led agile ceremonies, product prioritization cycles, risk registers, and technical review checkpoints across 4 teams, reducing cycle time by 31% for SatCR and latency launches using iterative build orchestration workflows.
- Guided structured escalation handling for cross-vendor war rooms, enabling 100% recovery in boot loader launch windows while optimizing inter-team resolution cadence using shared metrics dashboards and SLA tracking logs.
- Managed technical documentation audits & vulnerability reports for Live TV, Cloud DVR, watermarking, mitigating 70+ critical issues & streamlining cross-platform integration testing through secure API dependency.

### Engineering Manager / Scrum Master

January 2019 – November 2019

*Velocix (A Constellation Software Inc Company)- Former Nokia entity*

April 2017 – December 2018

*Nokia Corporation (Client: Vodafone, CenturyLink & SingTel, EU)*

*India*

- Facilitated Agile ceremonies including backlog grooming, sprint reviews, and retrospectives across 6 scrum teams, improving team throughput by 45% and maintaining consistent velocity across 4 major enterprise projects.

- Delivered low-latency live streaming for FIFA 2018 by optimizing ABR segment alignment and caching layers, reducing playback lag by 70% and enabling support across mobile, TV, tablet, and desktop platforms.
- Directed deployment of DASH encryption, HEVC HLS, and CMAF streaming modules supporting 4K resolution, increasing content delivery by 50% and meeting all SLA-defined release targets across client environments.
- Maintained Jira dashboards, tracked Epics, created Confluence release documentation, and ensured 100% accuracy of burndown and velocity charts to streamline cross-functional stakeholder reporting and forecasting.

### Lead Engineer

*Technicolor SA (Former Cisco Entity)*

*Cisco Systems (Client: Comcast, Charter and Rogers USA/CA )*

**November 2015 – April 2017**

**September 2010 – November 2015**

*India*

- Spearheaded biweekly software deliverables across 5 North American telecom clients using agile tracking tools and backlog refinement sessions, maintaining on-time deployment rate of 100% for all project milestones.
- Automated sanity & regression testing for 60% IPv6, 50% sanity, 30% regression test cases using Python, Jenkins, Capture-Card & Multi-viewer, reducing 400 man-hours of execution effort monthly without defect leakage.
- Executed MDK middleware testing using JUnit and Jenkins with nightly flash validation of Android-based STBs, achieving test coverage across 6 SOC models and verifying IPTV, UDP, and cloud DVR functionalities.
- Directed product vulnerability assessment by creating and executing security test-beds using Codenomicon and CVE triage workflows, documenting impact traceability for 100% of targeted firmware versions pre-release.

### Senior Software Engineer

*Client: Comcast, Cox, & TWC USA*

**September 2010 – April 2015**

*India*

- Designed MTP & DTP for DVR, MRDVR, 3DTV, Closed Caption, & EAS modules with exact requirement traceability, executing 100% coverage across 8 tuners & IPv6 stack configurations within compliance protocols.
- Coordinated beta testing cycles for hybrid STB with Broadcom BCM7425 chip-sets at TWC and Charter labs in San Diego and Denver, validating 3DTV and Video Scape modules with 100% post-deployment functionality.
- Debugged 100+ system-level crash logs using GDB, memory dumps, and core back-trace interpretation; generated reproducible signatures, and enabling development team to resolve by 95% of defects without regression.
- Delivered weekly cross-functional bug triage sessions by analyzing test logs, allocating issue resolution actions, and reducing average closure time for priority defects from 5 days to 2.5 days over 6 consecutive releases.

### Senior Test Engineer

*Pace Micro Technology(MindTree - (Client) Philips)*

*NXP Semiconductors(Vayavya Labs - (Client) Sony)*

**December 2009 – September 2010**

**August 2009 – December 2009**

*India*

- Conducted comprehensive system validation for DVB-T2 Full HD DTG Certified HD STB, executing 95+ functional and regression tests with consistent fault reproduction across dual-mode DVB-T and DVB-T2 channels.
- Executed 100% acceptance testing using DTG suite for mandatory SI/PSI components across NCD modules; documented interoperability issues during frequency hopping and re-tune cycles over 50+ network scenarios.
- Collaborated with cross-functional integration teams to validate DVR, MHEG-5, EPG flows for official builds, ensured playback sync integrity & data caching accuracy over 20+ firmware releases using protocol analysis.
- Designed and automated regression test scripts using native execution tools, reduced manual effort by 60%, improved test coverage to 100% for all STB use-case scenarios involving MPEG-TS input and signal processing.

## EDUCATION

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### B.Tech in Computer Science

*Biju Patnaik University of Technology (B.P.U.T), India*

## AWARDS & RECOGNITION

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### Bronze and Silver Awards (Five times)

- Led Cloud DVR solutions and secured customer confidence, improving service quality and operational reliability.

### Nokia Applaud Excellence Award

- Recognized as Emerging Young Leader for leading and delivering low latency in streaming and network platforms.

### Runner-up, Technicolor Hackathon Asia

- Awarded runner-up position for Smart Home Gateway innovation demonstrating advanced protocol optimization.

### Multiple Recognitions

- Received 20+ awards for excellence in innovation, root cause analysis, and driving impactful project outcomes.

### Excellency Award

- Honored for contributions in launching critical product releases, improving operations & market readiness.

### Fundraising Leadership

- Led successful fundraising of \$34,000 to establish sustainable operational funding for Centre of Leprosy Research.