

DAVID THORPE - SENIOR TECHNICAL PRODUCT OWNER | TELCO, AI & DATA

Obsessed with driving commercial value, mastering technical complexity and leveraging next-gen tech to optimise costs and customer outcomes.

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PROFESSIONAL PROFILE

A value-driven, technically focussed **Technical Product Owner** with a proven track record of delivering **tens of millions in quantifiable business value** across the Telecommunications and Field Engineering sectors. Unique professional trajectory from ground-level field engineering to leading cutting-edge AI and Digital Twin products, enabling an unmatched ability to get to the heart of complex technical matters. Expert at translating raw data and emerging tech (GCP, Agentic AI, DBT) into high-impact products that slash operational costs while significantly upgrading the customer experience. A decisive, no-nonsense operator comfortable steering large cross-functional teams and articulating vision to C-suite stakeholders and global tech conferences.

CORE COMPETENCIES & TECHNICAL TOOLKIT

- **Product & Agile Leadership:** Technical Product Ownership, Scrum Framework, Value Stream Mapping, Business Case Architecture, Cross-functional Leadership, Stakeholder Management.
- **Data & Cloud Engineering:** Google Cloud Platform (GCP), BigQuery, SQL, DBT (Data Build Tool), Data Modelling, Architecture Layering.
- **Emerging Tech & Automation:** Agentic AI Platforms, Digital Twin Frameworks, Network Automation, Machine learning and Predictive Fault Cause Algorithms.
- **Process Methodologies:** Lean & Six Sigma, Continuous Improvement, Root Cause Analysis, Systems thinking, Theory of constraints.

CAREER HIGHLIGHTS

- Automated all non-outage field activity, using complex logic to replicate the human activity while ensuring optimal customer outcomes & resource usage. **Reduced fault on site times by 34%**
- On track to achieve the **first ever fully automated NOC** (Network Ops Centre) in a large Telco, will result in **£15m cost reduction**
- Designed and launched the Network Quality Index (NQI) for the VM02 fixed network, a tier-1 KPI still used today to align engineering activity with proactive customer experience management.
- Used root cause capture to drive **£7m in fault prevention** opportunities

CAREER HISTORY

Virgin Media O2: Product Owner – Digital Twin & AI (CTO Division) | 2023 – Present

Lead a high-performing product team of 60 contract developers and internal staff, managing strategic roadmaps for Network AI and Digital Twin workstreams. Balancing immediate ROI automation with long-term capability building.

- **Value & Cost Obsession:** Formulated and executed the product vision delivering **£3m in immediate cost reductions**, with an active pipeline securing **£15m in pending delivery value**.
- **Next-Gen Tech Leverage:** Architected and launched an enterprise Agentic AI platform and full network Digital Twin, bridging strategic Google Cloud partnerships to deploy cutting-edge infrastructure.
- **Operational Transformation:** Leading the automation of the Network Operations Centre (NOC), significantly accelerating incident resolution times and improving end-customer network reliability.
- **Thought Leadership:** Selected to present innovative AI and automation product concepts at major industry events including DTW Copenhagen, Google tech summits, and internal executive briefings.

Virgin Media O2: Senior Data Product Owner / Fault Data Analyst (Change) | 2021 – 2023

Bridged the gap between raw data and commercial execution by self-teaching and deploying modern data stack tools to solve complex network operations bottlenecks.

- **Technical Depth:** Rapidly mastered and implemented SQL, BigQuery, DBT, Looker, and Braze to model complex network data, building layered data models that transformed raw metrics into actionable or automated insights.
- **Value Realisation:** Engineered predictive fault-cause algorithms and the 'Athena' decision engine, optimising field engineer routing and diagnostic accuracy to generate **£6m in annual value**.
- **Pipeline Generation:** Spearheaded a proactive root-cause data optimisation initiative that captured **£1m in delivered value** and readied an additional **£7m pipeline**, while organically identifying infrastructure tweaks that saved **£2.5m in cloud compute costs**.

Virgin Media: Performance & Reliability Manager (CTO Division) | 2018 – 2021

Owned the data strategy and optimisation metrics for the Network Assurance team to maximise network uptime and customer satisfaction.

- **Product Innovation:** Designed and launched the **Network Quality Index (NQI)** for the VM02 fixed network—a tier-1 KPI still used today to align engineering activity with proactive customer experience management.
- **Cloud Migration:** Ported the legacy NQI framework into GCP, integrating real-time visualisation and automated diagnostic campaigns that yielded an additional **£6m of value per year**.

Virgin Media: Programme Manager – Network Expansion & Field Ops | 2013 – 2018

Led large-scale capital delivery and process design teams to protect operating margins and de-risk network scaling.

- **Financial Governance:** Directed a cross-functional build support and finance team of 50+ FTE. Designed a robust expansion governance process covering 400+ operational personnel, effectively **preventing >£10m in capital overspend**.
- **Customer-Centric Automation:** Identified critical friction points in the third-party cabinet upgrade process. Designed and deployed an automated, bi-directional SMS customer communication system that **saved 16,000 truck rolls and £400k in OPEX**, while radically reducing post-work fault rates.

Virgin Media: National Field Continuous Improvement Manager | Virgin Media (2009 – 2013)

Applied Lean/Sigma methodologies to field operations

- Developed 'Ask Dave', a mobile fault-diagnostic application that standardises technician workflows and accelerated onboarding ramp time.
- Reduced local authority defects/penalties to save **£240k annually**.
- The skills learned in this role continue to benefit all ongoing activity to the present day

Earlier Career History

- **Service & Installation Technician | Virgin Media (2009 – 2011)**
- **Founder & Director | Calabria Property Consultants SRL, Italy (2006 – 2008)**
- **Telecoms Installation/Maintenance Engineer & Cable Joints | BT (1996 – 2006)**

EDUCATION & CREDENTIALS

- **Product Owner Certification** – Scrum Alliance (2025)
- **Machine Learning and AI E-Learning** – Stanford University (2025)
- **Lean 1C** – Cardiff University remote certification (2012)
- **Six Sigma Green Belt Certification** – VM Internal training (2012)
- **Apprenticeship Level 3 in Telecommunications** (1998)