

# Jason C. Holmes

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## Senior Level Business Operations Leader

Senior Level Business Operations Executive with deep expertise within the telecommunications industry in the broadcast and media sectors. Known for cross-functional collaboration, managing production operations, delivering business transformation, driving cost reductions and streamlining processes. Passionate about developing talent, building high-performing teams and delivering meaningful solutions which enable the organization to achieve success.

Strategic Planning | Change Management | Digital Technology Deployment | Team Building | Quality Assurance  
Regulatory & Compliance | Product Development | Traffic Management and Logistics | Budget Administration  
Broadcasting and Telecommunications | Project and Program Management | Social Media and Website Content  
Operations Management | Television Production | Process Improvement | Facilities Management

## Professional Experience

### Charter Communications

**Senior Director of Regulatory Compliance, Denver, CO**

**2025**

**March 2025 - Present**

Building Charter's Network Technology Services compliance organization from the ground up, establishing governance and operational excellence across national operations. Serve as a strategic partner to senior leadership, driving alignment and collaboration, automation, and modernization across Network Operations, Engineering, Field, and Legal organizations.

- Built and now lead enterprise-wide regulatory compliance programs spanning NORS, DIRS, CALEA, 911/988, EAS, CALM Act, DMCA, Closed Captioning, and tower regulatory requirements—supporting over 30 million customer relationships.
- Achieved and maintained compliance under two FCC Consent Decrees while implementing sustainable controls to prevent future non-compliance.
- Directed cross-functional initiatives uniting Engineering, Field Operations, Security, and Legal, improving reporting accuracy and audit timeliness by 40%.
- Modernized compliance operations through automation, streamlined reporting systems, and enhanced governance frameworks to strengthen enterprise resilience.
- Partnered with senior executives on organizational alignment and readiness initiatives supporting the transition to a unified operating model.

### Comcast Cable

**Director of Video Engineering and Operations, Denver, CO**

**2000 – 2024**

**February 2022 – April 2024**

Oversaw departmental performance for a team of 30+ engineers, leading operational improvements across all metrics. Drove change across disciplines, increasing departmental performance and network reliability with a focus on eliminating silos across disciplines and upgrading talent.

- Drove cross-discipline integration, achieving 100% successful change execution on more than 3,400 maintenance events.

- Increased eNPS to 88% favorable (+32 pts) and employee survey to 89.8% (+16 pts) through cultural transformation and talent development initiatives.
- Expanded capacity for Mid-Split enablement, becoming the first Comcast division to transition legacy QAM VOD to IP, increasing bandwidth for high-speed data by 36%.
- Negotiated Comcast's largest interconnect agreement with Charter Communications, providing the model for future divisions and reducing maintenance and failure rates.
- Championed the development of engineer training and progression programs that elevated technical capability and improved promotion rates by 20%.

***Director, Paid Content and Commercial Leased Access, Centennial, CO      July 2018 – February 2022***

Built a new department from the ground up, developing and implementing a five-year departmental business plan directed all aspects of Commercial Leased Access, including business development, customer acquisition, customer experience, invoicing and collections, contract management, broadcast operations, and FCC compliance.

- Designed and oversaw integration of fully IP playout and acquisition with cable system, using a hybrid of on premise, cloud and SaaS solutions.
- Improved the customer experience, implemented customer focused process that delivered YOY tNPS increase to +76, the highest within the organization.
- Identified and implemented new platform for billing, payment processing CRM, and customer self-service, increasing customer satisfaction through enhanced billing and account options, and decreasing customer call volume by 56%. Platform gained interest from other Comcast entities for use as a national billing/payment tool for non-traditional cable businesses.
- Provided crisis management and navigated the business through COVID-19 pandemic, ending 2020 revenue ahead of budget with no loss of customers, the only department in the company to achieve these results.

***Regional Manager, Network Operations and Engineering, Oakland, CA      May 2009 – July 2018***

Managed direct and indirect reports plus contractors supporting 2.6 million customers across California, overseeing production, broadcast operations, and engineering.

- Designed and built a state-of-the-art broadcasting & operations center linking multiple facilities via IP and digital standards (ST2022, ST2110, ST424M).
- Directed field production engineering, on-site and transmission logistics, and multi-facility operations for 18 linear channels, including IP Channels for corporate communications.
- Produced and supported Studio C and Comcast Live broadcasts, including VetNet (USS Hornet), CNET House (2018 SF), Sochi Olympics X1 Segment, and 50th Anniversary/San Jose Theatre events.
- Increased employee satisfaction 14% above company average and achieved +92 eNPS through restructured goals and training.

## **Additional Relevant Experience**

**Area Senior Manager, Programming and Production**, Comcast Cable, San Francisco, CA

**Regional Manager, Community & Original Programming**, Comcast Cable, Plymouth, MI

**Field Technical Manager**, CN8 The Comcast Network, Norwell, MA

**Public Access Coordinator**, AT&T Broadband, Medfield, MA

**Technical Operations Supervisor**, Southwestern Bell Mobile Systems, Westwood, MA

## **Professional Affiliations**

**Society of Motion Picture and Television Engineers**

**Telly Award Silver Council Member and Award Judge**

**Society of Cable Television Engineers**

**Association of Cable Communicators (former Beacon Award Judge)**

**National Academy of Television Arts and Sciences and Emmy Award Judge**

## **Education**

**Bachelor of Business Administration (BBA)**, Management and Organizational Leadership, University of Massachusetts