

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

2025

Senior Director of Regulatory Compliance, Denver, CO

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

2000 – 2024

Director of Video Engineering and Operations, Denver, CO

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