

Experience



Comcast
Comcast
28 yrs 9 mos 28 yrs 9 mos



Executive Director - Strategic Programs
Executive Director - Strategic Programs
Full-time Full-time

Feb 2020 - Present · 5 yrs 10 mos Feb 2020 to Present · 5 yrs 10 mos

Greater Philadelphia Area Greater Philadelphia Area

Tasked with leading cross-team engineering initiatives. Focused on developing programs with a deployment horizon of 2-3 years.

- Lead the collaborative evaluation, selection and definition of Xfinity Mobile's commerce platform and order management transition architecture.
- Participated in the commerce and order management contract negotiations with procurement and legal teams.

- Partnered with two billing system vendors and conducted a 6 month evaluation of their next generation products.
- Facilitated the convergence discussions between Xfinity Mobile and core engineering teams to determine the long-term Residential Sales Platform architecture. Tasked with leading cross-team engineering initiatives. Focused on developing programs with a deployment horizon of 2-3 years. • Lead the collaborative evaluation, selection and definition of Xfinity Mobile's commerce platform and order management transition architecture. • Participated in the commerce and order management contract negotiations with procurement and legal teams. • Partnered with two billing system vendors and conducted a 6 month evaluation of their next generation products. • Facilitated the convergence discussions between Xfinity Mobile and core engineering teams to determine the long-term Residential Sales Platform architecture.

Senior Director - Front End Architecture -
Xfinity Mobile

Senior Director - Front End Architecture -
Xfinity Mobile
Full-timeFull-time

Sep 2017 - Feb 2020 · 2 yrs 6 mos
Sep 2017 to Feb 2020
· 2 yrs 6 mos

Philadelphia, PennsylvaniaPhiladelphia, Pennsylvania

Tasked with leading several cross-team initiatives including XM commerce transformation, strategic biller evaluation, and XM + core convergence architecture. Focused on developing programs with a deployment horizon of 2-3 years.

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Director of Software Development, Customer Experience

Director of Software Development, Customer Experience

Full-time

Mar 2015 - Sep 2017 · 2 yrs 7 mos
Mar 2015 to Sep 2017 · 2 yrs 7 mos

Greater Philadelphia

Recruited to manage the staffing, build, deployment and scaling of Comcast's unified "Customer Experience Platform". Chartered to enforce company policy during issue resolution across it's Omni

Channel presence.

- Delivered system improvements to agent facing trouble shooting application resulting in 50% employee NPS score increase over a 6-month period.
- Utilized Cloud based technologies and continuous integration tools to obtain a multi datacenter up-time of 99.95% while deploying software daily into production.
- Implemented policies to ensure a consistent customer experience to our care agents (Customer authentication, Credits and adjustments and device diagnostics
- Created a Next Best Action engine utilizing DMN and Neo4j to real-time determine a customer's account health and recommend repair actions cutting agent diagnosis time by 75%.
- Launched a centralized Self Install ordering eligibility verification system. Reduced failed installs by 1% and provided a policy engine which relies on business and engineering data.

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Director of Software Development, Business Support Systems

Director of Software Development, Business Support Systems
Full-timeFull-time

Mar 2009 - Mar 2015 · 6 yrs 1 mo
Mar 2009 to Mar 2015 · 6 yrs 1 mo

Philadelphia, Pennsylvania, United States
Philadelphia, Pennsylvania, United States

Responsible for the delivery and budget of several backend ordering systems encompassing design, development, QA and operational management. Worked with business teams to prioritize roadmap and resolve program issues. This geo-diverse team was able to deliver 100% of planned functionality on-time over a 3-year period.

- Created Self Service ordering system which supports 12% of all Comcast orders across 18 different client partners, first time in company history orders were placed via Comcast.com without

employee assistance.

- Integrated Self Install Kit ordering flows into existing Care Agent tools reducing double data entry of approximately 90k orders per day.
- Developed a system to orchestrated Xfinity Home Security provisioning orders with 3rd party security companies.
- Created business process management engine to govern customer contract acceptance (e911, terms of service, TPV)
- Expanded the use of Agile software development practices from 20 to 150 resources.
- Developed an Operational Excellence mindset across the team resulting in 95% automated order flow through, 95% code test coverage and nightly performance testing.
- Engaged corporate security team to conduct periodic audits of our system and institute continuous improvements.
- Deployed commissioning engine capable of determining sales bounty based on partnership agreements with a 99% accuracy rate.
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[Director of Software Development, OSS](#)
[Director of Software Development, OSS](#)
Full-timeFull-time

[Mar 2007 - Mar 2009 · 2 yrs 1 mo](#)[Mar 2007 to Mar 2009 · 2 yrs 1 mo](#)

[Philadelphia, Pennsylvania, United States](#)[Philadelphia, Pennsylvania, United States](#)

Responsibilities and Achievements

Assigned to several OSS initiatives relating to device and identity provisioning. Managed a mid-size

development team responsible for customer, care agent and technician facing applications. Collaborated with business sponsors to align roadmaps, provide cost estimates and deliver systems on schedule.

- Introduced the integration of hand held devices for the technician which reduced install times by 50%.
- Launched care agent-facing tools to manage federally mandated regulations, service activation repair and customer identity management.
- Transformed provisioning infrastructure into a multi-site active-active presence. Increased system uptime to 99.99%, reduced deployment overhead and reduced failure group sizes.

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Senior Manager of Software Development
Senior Manager of Software Development
Full-timeFull-time

Mar 2002 - Mar 2007 · 5 yrs 1 mo
Mar 2002 to Mar 2007 · 5 yrs 1 mo

Philadelphia, Pennsylvania, United States
Philadelphia, Pennsylvania, United States

Co-authored cable industry specification “Cable Labs – Go2Broadband”

- Created a sales lead system providing real-time product availability and product offer pricing to our indirect sales partners saving over \$1M annually in manual checks.
- Implemented self service PC repair platform (Support.com product)
- Trialed and deployed Tealeaf infrastructure to capture real-time XML transactions for diagnostics.
- Due to cable property acquisitions, collapsed several large-scale order systems into Comcast’s infrastructure.
- Deployed the “Self Install Kit” order system company wide reducing need for technician’s assistance.

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Manager of Software Development
Manager of Software Development

Mar 2001 - Mar 2003 · 2 yrs 1 mo
Mar 2001 to Mar 2003 · 2 yrs 1 mo

Software Developer - Web Engineer
Software Developer - Web Engineer
Full-timeFull-time

Mar 1998 - Mar 2002 · 4 yrs 1 mo
Mar 1998 to Mar 2002 · 4 yrs 1 mo

Bala-Cynwyd, Pennsylvania, United States
Bala-Cynwyd, Pennsylvania, United States

Develop and maintain applications using Microsoft ASP .Net and SQL Server.

- Write application code, develop user interfaces, create system and user documentation, test software, and perform other tasks needed to meet system

requirements.

- Responsible for the architecture and development of Comcast's local city guides.
- Developed intranet site to house employee facing productivity tools.
- Conducted system administration and backup activities for application and database servers.
- Coordinate with other team members to ensure applications adhere to the standards and structure developed for the organization.
- Assisted in the deployment of Comcast's Service Oriented Architecture (SOA).
- Architected and managed the deployment of a geographically redundant device-provisioning system achieving 99.99% up time.
- Architected and deployed several internal toolsets to manage systems and monitor application health.
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Project Manager - Systems
Project Manager - Systems

Mar 2000 - Mar 2001 · 1 yr 1 mo
Mar 2000 to Mar 2001 · 1 yr 1 mo

Co-OP: Website Editor
Co-OP: Website Editor
Full-timeFull-time

Mar 1997 - Mar 1998 · 1 yr 1 mo
Mar 1997 to Mar 1998 · 1 yr 1 mo

Bala-Cynwyd, Pennsylvania, United States
Bala-Cynwyd, Pennsylvania, United States

Responsible for the content and publishing of several local city guides
under the program inyourtown.com
Responsible for the content and publishing of
several local city guides under the program
inyourtown.com

Quality Assurance Technician

Quality Assurance Technician

Quality Assurance Technician

General Instrument

Mar 1996 - Sep 1996 · 7 mos

Tested user interfaces on Cable Converters. Responsibilities included creating, documenting and executing test plans, working with Developer to understand new functionality, conducting test plan reviews and defect lists. Gained a deep understanding of how cable TV operated as well as real world SDLC experience.