MELISSA LUTZ

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CORE SKILLS

• HFC Outage Management

• Alarm Analysis

• Maintenance Dispatch

• Coax Change Processing

• Customer Service – 25 yrs

• Training & Mentorship

• HTML/CSS/JavaScript

• Angular / TypeScript

• Node.js

• VBA Automation

• SQL Basics

• Smartsheet / Tableau / SharePoint

PROJECTS

• ROC Note Tool – Creator

• RPG Character Builder (Angular)

• Fiber Outage Template

• Repeat Outage Builders

• ISP Email Generator

• JavaScript Automation Tools

• Conflicts Resolved Website

PROFESSIONAL SUMMARY

ROC Specialist IV at Charter Communications with expertise in HFC network surveillance, outage detection, troubleshooting, routing, and escalation workflows. Creator of Code By Lissa, developing Angular and JavaScript-based operational tools including the ROC Note tool used across the ROC. Known for process improvement, technical capability, and team leadership.

PROFESSIONAL EXPERIENCE

ROC Specialist IV — Charter Communications (2019–Present)
Monitor and analyze the HFC network, identify outages, generate SROs, dispatch maintenance techs, communicate outages, and perform troubleshooting. created and maintain the ROC Note tool. Support workflow improvements and act as backup analyst.

ECC Tech 2 — Comcast Enterprise (2016–2019)
Provided technical support for PRI, BVE, Metro E, Internet, Voice, and TV services. Troubleshot issues, opened tickets, escalated network incidents, and supported business clients.

Night Foreman — King Soopers (2015–2016)
Led night-shift operations, trained staff, and ensured task completion.

Owner — Lissa's Little Tykes Child Care (2011–2013)
Owned and operated a licensed childcare business, coordinating education and daily care.

Assistant Manager — Teddy Bear Stuffing Factory (2008–2009)
Managed staff, inventory, scheduling, and customer service.

EDUCATION

BS, Web Development (In Progress) — Bellevue University, 2026
Web Developer Certificate — Thinkful, 2024
BA, Business Administration / Computer Information Systems — Florida Institute of Technology, 2012