

Luis Ramos Veitia, MBA

347-527-0300 | LuisRamosVeitia@gmail.com | Charlotte, NC | [LinkedIn](#)

PROFESSIONAL SUMMARY

Seasoned professional with over 20 years of experience and an MBA in Management & Operations, adept at driving process optimization and fostering cross-functional collaboration. Eager to transition into a Director-level Operational role, leveraging a passion for change management, continuous improvement, strategic thinking, and strong communication skills to drive tangible change and empower teams and individuals reach optimal performance. I value community and authenticity, and am an advocate for marginalized groups, particularly Latino/a/x and LGBTQIA+ communities which I represent proudly.

WORK EXPERIENCE

Charter Communications/Spectrum <i>Sr. Manager, Program Management, Business Readiness Testing</i>	Charlotte, NC 2022 - Present
--	--

- Drove 5% reduction in software delivery delays by streamlining Jira workflows, enhancing agility and project timelines.
- Applied in-depth Agile/Scrum expertise to ensure high-quality solution delivery aligned with intricate business requirements.
- Catalyzed a cultural shift, fostering team collaboration and innovative testing approaches, resulting in polished final solutions.
- Instilled collaborative, big-picture thinking among BRT leads, elevating team dynamics and project execution.
- Implemented efficient defect management practices in Octane, elevating utilization by 12% for standardized testing excellence.
- Executed Salesforce reporting capabilities to automate detailed case traceability, fostering enhanced departmental metrics and standardized reporting practices.

Charter Communications/Spectrum <i>Sr. Manager, Enterprise Order Management</i>	Charlotte, NC 2019 - 2022
---	-------------------------------------

- Spearheaded process improvement initiatives, achieving an outstanding 26% year-over-year increase in productivity.
- Led training programs and cross-functional projects, contributing to a notable 15% improvement in operational excellence and accuracy.
- Streamlined documentation and reporting intake methods, enhancing efficiency across diverse teams.
- Standardized and maintained production Dashboards and Reporting for consistent operational visibility.
- Collaborated with key stakeholders to eliminate roadblocks, resulting in an impressive 8% year-over-year reduction in order delays.

Charter Communications/Spectrum <i>Manager, Enterprise/National Order Management</i>	Charlotte, NC & Syracuse, NY 2016 - 2019
--	--

- Expanded business unit scope, growing personnel by over 200% during tenure, effectively meeting evolving requirements.
- Pioneered new processes and intricate job designs for a post-merger department reconstruction, ensuring seamless integration.
- Developed, standardized, and maintained production dashboards, driving successful adaptation of new functions, and enhancing operational visibility.
- Partnered with National Sales leaders in driving net-new sales meeting/exceeding sales quota month-over-month, year-over-year by removing roadblocks and improving sales processes such as greater sales funnel reporting.

Charter Communications/Spectrum <i>Supervisor, National Order Fulfillment</i>	Syracuse, NY 2015 - 2016
---	------------------------------------

- Established a new department in the Syracuse office, rapidly expanding headcount by 140%, outperforming other centers by 18% in FY 2015 and 23% in the first half of 2016.
- Led a team that exceeded performance metrics, surpassing other centers by 18% in FY 2015 and achieving a remarkable 23% improvement during the first half of 2016.

EDUCATION

Colorado State University <i>Graduate Certification in Entrepreneurship & Innovation</i>	Online Program Expected Aug 2024
--	--

University of North Carolina at Charlotte (UNCC) <i>Master of Business Administration, Management & Operations</i>	Charlotte, NC August 2023
--	-------------------------------------

Baruch College, City University of New York (CUNY) Bachelor of Arts, Business/Corporate Communications	New York, NY June 2013
--	----------------------------------

LEADERSHIP & INVOLVEMENT

Charter Communications/Spectrum

NY & NC

- Proven leader at Spectrum with over 20 years of experience; 13+ years in a managerial role.
- Operational focus leading customer service teams, Project Management groups, creating training materials and data analysis.
- Deep knowledge of systems and end to end workflow including order entry, billing implementation and post-launch support.
- Expert in Salesforce reporting and Data Loader macros, Tableau, billing platforms, Microsoft Office, among other tools
- Emphasis in gap-analysis, process improvements, risk mitigation, software development, testing, and system automations

Professional Associations

- Depression Bipolar Support Alliance (DBSA), Charlotte Chapter, *Board Member* 2024 - Present
- Out in Tech, *Mentor* 2024 - Present
- Latin American Coalition, GANAS Program, *Mentor* 2024 - Present
- Spectrum LGBTQ Business Resource Group (BRG), *Co-Lead, Content* 2021
- Association of Latino Professionals for America (ALPFA), *Member* 2020 - Present
- National Association for Multi-ethnicity in Communications (NAMIC), *Member & Mentor* 2017 - Present

Certifications

- Google Project Management Certificate Nov 2023
- Certified Scrum Master (CSM), Scrum Alliance Mar 2023
- Lean Six Sigma Green Belt Certification Dec 2021

SKILLS

- **Hard Skills:** Change Management, Stakeholder Management, Risk Management, Quality Assurance, Data Analytics, Salesforce Proficiency, Business Analysis, Microsoft Office, Project Management, Process Improvements, Scrum/Agile/Waterfall Methodologies, Testing & Development, Order Process: "Quote-to-Cash", Bilingual (English & Spanish).
- **Soft Skills:** Innovative Thinking, Strategic Planning, Cross-Functional Collaboration, Emotional Intelligence, Interpersonal, Communication, Leadership, Decision Making, Time Management, Adaptability, Problem Solving, Teamwork, Self-motivated, Conflict Resolution, Mentorship.