**Michael Fineman, CSPO, CSM**

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**Project Manager | Product Manager**

Successful management of high-caliber technology operations in industry-leading organizations with a proven track record of over 15 years. Consistent delivery of top quality solutions that meet business and consumer needs. Demonstrated success proactively developing process and workflow improvements while driving dramatic performance gains. Adept application of best practice methodologies for optimal impact. Highly effective collaboration with frontline staff and executive management.

**Expertise**

・Monitoring & Performance ・Root Cause Analysis ・Purchasing/Procurement

・Change Management ・Team Building/Mentoring ・Project Management

・Network Operation’s Centers ・Plant Construction ・Process Design/Improvement

・Post Mortem Reviews ・Vendor Management ・Regional/National Networks

・Training Program Delivery ・Agile Management ・Total Quality Management

・Manage Cross Functional Teams ・Effective Communication Skills ・Analytics

・Scrum Master-CSM ・Certified Product Owner-CSPO ・Six Sigma

Core technologies/protocols include multiple monitoring platforms: Cisco, Arris, Juniper, IneoQuest IQ, IVMS, DonRiver/Blue Planet DROM, Radiant/Volicon Monitoring Gear, Remedy TTS, Jira, Phoenix Special Agents, Reportal, Spectrum, Fiber, Microsoft Office Suite, Microsoft Project, Excel, Power Point and Mural.

**Experience**

**Comcast Cable**  2004 - 2020

Analytics Analyst/Special Projects Xfinity XOC Team, NE Division 2011

Project Manager NOC, Greater Philadelphia and New Jersey XOC 2008

Network Operation Center Analyst National Technical Operations 2006

Scheduled Maintenance Analyst NOC, Pennsylvania and Delaware LMC 2005

Network Technician NOC, Pennsylvania and Delaware LMC 2004

Successfully advanced from a technician to analyst followed by project management and analytic roles within one of the largest nationwide cable, network, and telecommunications provider.

**Key Contributions**

* Spearheaded acquisition of capacity management tools and provided companywide training to engineering teams in all Comcast cable regions. Resulted in over 90% decreases in network outages caused by capacity maintenance and increased customer satisfaction ratings and NPS scores.
* Played instrumental role in planning, managing, and implementing key initiatives of the Greater Philadelphia and New Jersey project portfolios, including:
  + Led and collaborated in key network modernization projects resulting in exponentially higher speeds and capacity.
  + Oversaw successful efforts to consolidate and standardize key network delivery technologies.
  + Tested and deployed multiple cutting-edge monitoring technologies and provided training.
* Partnered with senior executives to develop improved outage resolution processes and proactive outage reduction efforts, slashing outage resolution time and reducing self-inflicted outages overall outages by over 90%.
* Earned Freedom Engineer Star Award for outstanding strategic teamwork, achievement, responsiveness & performance.
* Proactively developed a scheduled maintenance model, implemented regionally and nationally resulting in promotion to newly created regional scheduling position.

**Tata Communications** Network Operations, Supervisor 2001 - 2004

Led network operations surveillance efforts and outage restoration teams within largest wholesale VoIP telecom network in the world, including network monitoring, route analysis, routing change management, service restoration, PSTN switch maintenance, and trouble ticketing operations. Initiated training planning, training procedure design and module development, and training session delivery for surveillance/network restoration teams.

**Education, Credentials**

Bachelor of Science Economics, University of Delaware

Diploma in Network Engineering & Data Communication, The Chubb Institute

Scrum Alliance, Certified Scrum Product Owner- CSPO

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Six Sigma Black Belt, LinkedIn Learning, Sunnyvale, CA

Agile Management Scrum Master, Comcast Certification. Philadelphia PA

Agile Management Product Owner, Comcast Certification. Philadelphia PA

Leadership Training Facilitative Leadership, Comcast Certification. Philadelphia PA

Leadership Training Building a Culture of Coaching, Comcast Certification. Philadelphia PA

Leadership, expertise, communications, quality control, guidance for the market's development projects, ensuring consistency in processes, reporting, forecasting, and data integrity with respect to the market buildout. Processes, best practices and business support functions. MCSAs for the market service providers. Works with market cross-functional departments (RF engineering, site acquisition, zoning, construction, transport and project accounting) and peers in other markets to identify and share best practices. Identifies and communicates critical path items in an effort to shorten overall project timelines. Excellent organizational and time management skills, including advanced knowledge of Excel. Accustomed to a fast pace site deployment / launch environment experience ideal. Able to create and present executive level presentations summarizing the status of projects. Able to manage and interpret large amounts of data and assess opportunities and communicate risk and suggest mitigation plans. Wireless Additional Skills:

Information Technology & Services Telecommunications. Curiosity, pride, adventure, and a desire to win – and we’re looking for people with boundless energy, intelligence, and an overwhelming need to achieve. An affinity for analytics, acute attention to detail, and decisive in nature. Experience working with fiber and power companies. Natural ability to work with all levels of management, staff, and vendors. Results focused leadership using energetic and positive communication skills. An adventurous spirit; flexible, innovative, and capable of managing multiple projects and responsibilities in extreme time-critical settings. Leading and coordinating schedule of multiple vendors at the same time. Plans, directs, supervises and controls the execution of all business, technical, fiscal, and administrative functions of the assigned program, project, or sub-task. Comfortable in different roles, sometimes supporting, sometimes leading. Capable of taking accountability while providing status, asking for help, and immediately escalating issues and problems as necessary. Self-starter who are comfortable leading complex projects. Launch new and complex projects with the goals of achieving timelines, staying within budget, and driving standardization within our network