

# Ramon Alicea

## Senior Program Manager | Enterprise & Telecom Transformation Leader

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### PROFESSIONAL SUMMARY

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Senior Program Manager and Transformation Leader with 29 years driving enterprise-scale delivery across Telecommunications, Government, and Defense sectors, including deep foundational experience in Department of Defense program and contract management. Proven track record consolidating complex workstreams, architecting governance frameworks, and driving operational transformation across national infrastructure footprints. Recognized as an AI-enabled leader — leveraging AI to automate processes and accelerate decision-making without a programming background. Known for integrity under pressure and for developing and mentoring high-performing teams that outlast any single program. Core strengths include stakeholder engagement, PMO governance, Agile delivery, and KPI-driven visibility. Honorably Discharged U.S. Navy Veteran.

### CORE COMPETENCIES

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Program & Contract Management | Enterprise Transformation Leadership | PMO Governance |  
Operational Strategy  
Stakeholder Engagement | Cross-Functional Team Leadership | Risk Management | AI-Enabled  
Leader  
KPI Dashboards & Data Visibility | Budget Management | Agile & Scrum | Jira & MS Project

### PROFESSIONAL EXPERIENCE

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**Leading Path Consulting, Inc.** – Greenwood Village, CO

**Jun 2022 - Present**

***Technical Project Manager, supporting Charter Communications as Program Manager 3***

Engaged with Charter Communications' Network Operations organization as a Program Manager 3, supporting the Strategic Process and Program Initiatives Office and previously the Core & Backbone Operations Service Strategy team. Leverage deep expertise in telecommunications infrastructure and business process optimization to deliver high-visibility enterprise programs that directly advance Charter's network transformation objectives.

- Lead enterprise-scale technical program delivery for Charter Communications' Network Operations organization within the Strategic Process and Program Initiatives Office, driving transformation initiatives across national infrastructure deployments.
- Deployed an AI-assisted automation tool that reduced shortfall identification from 4 days to minutes across 9,000 active OLT node deployments, then extended it into a leadership dashboard surfacing at-risk OLT nodes in real time — zero programming background required.
- Built an AI-assisted Program Equipment Dashboard for the DAA High Split program, replacing 15 hours a week of manually searching separate vertical Excel workbooks with a single view of equipment status, RMAs, and reporting in seconds.
- Created an AI-assisted Release Management Dashboard consolidating development, Board Approval Queue, and Deployment status across 11 teams into a single leadership view, cutting 1-2 hours a day of status emails down to minutes.
- Architect and execute the consolidation of high-priority RDOF and BAU workstreams into a unified DAA Node program, implementing governance frameworks that resolved process inefficiencies and accelerated deployment velocity across a national footprint.
- Direct end-to-end program lifecycle for new Node deployments across a national footprint, managing scope, resources, and timelines while coordinating cross-functional execution across Network Operations, Field Operations, Inside Plant, and Network Access teams.
- Direct technical and financial analysis for Capital Project Requests, ensuring quality compliance for major network expansions while proactively identifying and resolving risks.
- Mentor project teams, conduct technical interviews, and provide go/no-go hiring recommendations for consultants placed on the Charter account, promoting professional development, program alignment, and continuous process improvement.

**ISYS Technologies - Colorado Springs, CO**

**Mar 2020 - Oct 2021**

***Network Project Engineer, supporting Lockheed Martin as Release Manager & Scrum Master***

Engaged with Lockheed Martin as Release Manager and Scrum Master for the Network Development Team and Scrum Master for the Cybersecurity Development Team, overseeing release management and Agile compliance across both portfolios.

- Directed end-to-end release management lifecycle for the Network Development Team, ensuring timely delivery of cybersecurity features across multiple portfolios through rigorous adherence to Agile/Scrum methodologies and program governance standards.

- Orchestrated release schedules across diverse portfolios, scaling release cadence 433% (3/month → 4/week) while achieving a 15% increase in on-time feature delivery.
- Streamlined release activities and stakeholder communication channels across development, testing, and operational environments, revamping the release repository and managing critical program data using Jira, VersionOne, and Confluence.
- Mentored Product Owners and engineering teams on sprint planning, backlog refinement, and Scrum facilitation, cultivating a high-velocity Agile culture that elevated team performance and program alignment.

#### **BAE Systems - Mt. Laurel, NJ**

**May 2016 - Feb 2020**

#### ***Engineering Technologist II | C4I Engineering Lead, supporting the U.S. Navy as Project Coordinator***

- Led high-performing engineering teams integrating U.S. Coast Guard and AEGIS baseline development programs, serving as primary liaison between government customers and technical teams.
- Managed \$1.5M annual Department of Defense budget, overseeing cost account management, spend plans, critical path planning, and time-to-completion estimates to keep programs on track and within financial targets.
- Directed a cross-functional team of 14 engineers, facilitating daily stand-ups, assigning tasks, identifying risks, and providing C4I subject matter expertise on computing infrastructure and cybersecurity requirements; served on BAE's hiring team, conducting technical interviews for engineering candidates.
- Directed System Readiness Reviews (SRR), Critical Design Reviews (CDR), and Change Control Board meetings, evaluating Computer Program Change Requests to assess operational impacts and drive program decisions.
- Produced and presented weekly and monthly program status reports and trend analysis to government customers, maintaining transparent stakeholder communication throughout the program lifecycle.

#### **BAE Systems - Mt. Laurel, NJ**

**Feb 2012 - May 2016**

#### ***IT Program Analyst, supporting the U.S. Navy as an IT Contract Technical Representative***

- Directed program and contract management for the U.S. Navy Enterprise Information Technology contract, leading technical refresh initiatives, multi-site expansion projects, and financial reporting metrics for senior leadership.
- Managed \$1M annual contract budget, identifying and resolving financial discrepancies with a 30% reduction in reporting errors, ensuring accurate cost accountability.
- Established and maintained full accountability for all customer IT assets, coordinating procurement, delivery, and contract change requests to meet program requirements.

### **ADDITIONAL EXPERIENCE**

**DreamHammer, Inc.** — Senior Engineer | Business Process Analyst, Arlington, VA (2009–2011); Level II Network & Systems Engineer, Cutler, ME (2005–2009) — Supported DARPA contractor oversight, risk management, and U.S. Navy IT infrastructure program management; improved Element Management System reliability from 20% to 95%.

**AT&T** — Systems Engineer, Cutler, ME (2001–2005) — Consolidated command infrastructure from 7 locations into a single NOC and developed DoD IT governance policies.

**Ariel Technologies** — Network Administrator | Procurement Specialist, Las Cruces, NM (1999–2001) — Managed corporate network infrastructure and government IT procurement.

**United States Navy** — Cryptologic Technician Communications | E-4, Active Duty (1995–1999) — Honorably discharged veteran with expertise in telecommunications systems, network administration, and classified infrastructure management.

### **EDUCATION & CERTIFICATIONS**

#### **Bachelor of Science — Business Administration and Management**

DeVry University, Lisle, IL (In Progress)

#### **Certifications & Professional Development**

Member, Project Management Institute (PMI)

Atlassian Agile Project Management Professional Certificate — LinkedIn Learning May 2024

PMP® Exam Preparation Training — ACI Learning Jan 2022

ITIL® Foundation Training — ACI Learning Jan 2022

Requirements Development, Documentation, and Management — Global Knowledge Dec 2010

Total Quality Management (TQM) / Total Quality Leadership — NSGA Dec 1998