ERIC SANTANGELO

Senior Manager, Data Analytics & Business Intelligence | Strategic (Ops) Technical Operations & (CX) Customer Experience, Comcast Central Division

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SUMMARY

Senior leader with **21 years at Comcast**, including **10+ years in Business Intelligence and Analytics**. Widely recognized as the go-to solutionist during critical moments, with a flawless delivery record. I lead strategic data initiatives across Comcast Tech Ops, Customer Experience, Finance, Government Affairs, Security, HR, PM, Data Engineering, and BI. As the resident technology SME for the Central Division, I serve as a trusted **strategic consultant** to the business, known for my innovative **strategy** and ability to advise on growth, operational efficiency, and productivity improvements. I master data, analytics, visualization tools, and AI to fuel innovation and transformation. Known for building **high-performing teams** from the ground up and designing intuitive dashboards that influence national expansion and executive decision-making.

COMCAST PROFESSIONAL EXPERIENCE

01/2024 - Present

Virtual - Travel

Senior Manager Division, Data Analytics & Business Intelligence | Strategic (Ops) Technical Operations & (CX) Customer Experience, CENDIV COE.

Comcast Corporation - Central Division

- **Led Comcast's largest data transition**, consolidating 1,000+ dashboards, 10 SQL servers, and 10K+ datasets into a unified HQ reporting platform for Ops & Finance.
- **Designed and deployed a comprehensive reporting suite**, boosting operational reporting efficiency by 20% and streamlining insights delivery.
- **Managed a high-performing team of analysts**, trusted by the Division VP for rapid ad hoc and deep-dive analysis that directly supported company growth initiatives.
- **Served as SME for next-gen data architecture**, guiding 10K+ employees and senior leadership on tool adoption, process changes, and communication strategies.
- **Directed secure data pipeline implementation**, achieving top national cybersecurity scores and delivering best-in-class reporting capabilities.
- **Partnered with Security Investigators** on sensitive data pulls, supporting key operational investigations with a structured analytical approach that delivered 100% success.
- **Oversaw migration from Teradata to Trino/Query Fabric**, enabling seamless transition to MinIO Cloud and AWS, supporting thousands of datasets and ensuring business continuity.

11/2023 - 01/2024

Virtual - 30% Travel

Senior Manager, Data Analytics and Business Intelligence, Network Expansion Center of Excellence

Comcast Corporation - Central Division

- **Architected scalable data solutions** across on-prem platforms (DX, Open-Ingest) and cloud environments (Databricks), supporting enterprise-wide analytics and reporting.
- **Integrated geospatial technologies** to drive strategic network expansion and support high-impact government bid initiatives, contributing to national footprint growth.
- **Leveraged advanced analytics and cloud-native tools** to enhance operational efficiency and accelerate decision-making across Sales, Marketing, Finance, Government Affairs, and Operations.
- **Collaborated cross-functionally** to identify and execute on growth opportunities, including government-subsidized grant projects, directly supporting Comcast's expansion across new markets.
- **Key contributor to business growth strategy**, aligning data architecture with national expansion goals and enabling data-driven decisions at scale.

08/2021 - 11/2023

Virtual - 20%Travel

Manager 2, Enterprise Data Science & Analytics

Comcast, Big South Region, Atalanta GA

- **Led a team of highly technical Data Scientists, Analysts, and Data Architects**, delivering enterprise-grade analytics solutions that powered strategic decision-making by Creating and leveraging AI and predictive Modeling to look at storm and restoration impact and customer downtime and credits.
- **Engineered next-gen ETL pipelines** to solve complex business challenges, enabling scalable, automated data flows across platforms like Databricks - Unity Catalog and MS SQL Server.
- **Transformed 200+ Excel reports into 30 dynamic Tableau dashboards**, architecting a unified 360° reporting solution using MSSQL Server, Databricks, Tableau, and MS Teams.
- **Optimized 1,200+ tables across 37 databases**, improving query performance by 70% and enhancing system responsiveness for mission-critical operations.
- **Trusted partner to senior leadership**, delivering rapid insights and deep analysis that supported business expansion and operational excellence across the national footprint.

12/2019 - 08/2021

Virtual - 20% Travel

Senior Manager, Business Support, Analytics and Dev

Comcast, Big South Region, Atlanata GA

- **Handpicked by the RVP of operations to lead a team of innovative analysts**, delivering high-impact reporting and productivity improvements that directly supported financial health and strategic decision-making of the entire Operations, Finance and dispatch reporting..
- **Developed a cutting-edge, centralized reporting solution** for 14 key operational metrics, driving actionable insights and business-wide performance improvements.
- **Key contributor to national business expansion**, aligning analytical strategy with growth initiatives and supporting footprint expansion across new markets.

COMCAST

PROFESSIONAL EXPERIENCE

01/2018 - 12/2019

Boston, MA

Manager, Business Support & Analytics and Web Dev

Comcast, Greater Boston Region, Boston MA

- **Designed, developed, and presented New England's first unified operational scorecard**, integrating MS SQL, Oracle, and Tableau to deliver a centralized view of key employee metrics.
- **Boosted productivity for 500+ leaders**, saving nearly 2 hours per day and increasing operational efficiency
- **Built and managed a streamlined ad hoc request process**, supporting over 1,500 employees across 15 business units with rapid, accurate data delivery.
- **Provided senior leadership and executives** with high-precision data for budget planning and P&L reviews, often delivering insights within hours to support critical decisions.

KEY ACHIEVEMENTS

Strategy / Bead Gov Projects: Spearheaded - Co Developed a Competitive Intelligent Dataset

leveraged by Marketing, Government Affairs, Sales, Operations, and Business Intelligence teams to inform strategic buildout decisions to give us competitive edge.

Network Reliability and Outage Reporting.

Designed and Deployed a robust dataset to track natural disaster recovery and customer credits for Near Realtime reporting. 360 view of all customer modems and network analytics. Helped identify customer credits accurately

Productivity increase -Comcast BSR first one Stop Shop Scorecard for Operational Reporting and KPI's

Developed and Designed Comcast's first one stop dashboard with 14 KPI's for Operations and frontline techs (desktop and mobile version) giving each supervisor 1 hour a day back

Sales increase - Developed a best in class GeoSpacial clustering process to assign sales turf.

Developed a robust query that utilizes Databricks, Datatlake, Trino and Arcgis to bring together data from a geographic perspective and cluster reps to give them the most efficient DTD sales routes

SKILLS

Big Data, ETL, Databricks, Trino, Datalake, Python, ArcGis Pro

MSSQL, SSMS, Windows, Query Optimization, Query Fabric, Minio, Hive, All Microsoft Products

VISUALIZATION SOFTWARE

Tableau, MicroStrategy, Power BI, Google Looker

EDUCATION

2024 - 2028

Bachelor of Science in Data Science

University of Phoenix

NOTABLE CERTIFICATIONS

Starburst Certified Practitioner

Databricks Generative AI Fundamentals

Databricks Fundamentals

Databricks Lakehouse Fundamentals

AWARDS

Circle of Success National Innovation in Operational Excellence (2022)

Circle of Success Divsion Finalist Innovation in Operational Excellence (2018)

ACE Award Winner (2014)