

Scott K. Hood

Cypress, Texas 77429 | (832) 302-8713

scotthood1023@gmail.com | www.linkedin.com/in/scott-hood-usnavyvet-mid

SUMMARY

Results-driven Senior Program Manager and Engineering Professional with extensive expertise leading complex, high-value telecommunications initiatives across fiber and coaxial networks. Proven track record managing portfolios exceeding \$1.5M in monthly revenue while driving cross-functional collaboration, strategic planning, and construction engineering. Recognized for delivering projects on time and within budget, with an unwavering commitment to operational excellence, safety, and customer experience.

Program and Project Management | Project Reporting and Documentation | Project Issue Resolution and Process Improvement | Fiber Network Pre-Construction Oversight | Fiber / Coaxial Network Repair and Maintenance | Fiber / Coaxial Network Design | Fiber Network Operations Management | Hybrid-Fiber-Coax (HFC) Network Technology | Supply Chain Management | Staff Development

KEY ACCOMPLISHMENTS

- Earned Comcast Business EXCEL Award in April 2025 for outstanding customer service.
- Added \$275,000 in new revenue for 2025 (against goal of \$158,000).
- Created and managed Houston node naming project (encompassed 10,000-plus nodes across Houston region). Helped facilitate proper identification throughout fiber network to aid with maintenance, outage control, and network expansion.
- Earned Comcast MVP Award for Design Team / Construction (Houston, TX region) from 2016 to 2021.

EXPERIENCE

Program Manager 4, Program Management, Jul 2022 - Dec 2025

Comcast, Comcast Business, Remote

Senior-level individual contributor driving end-to-end strategic planning, cross-functional execution, and operational deployment of complex enterprise networking initiatives for Comcast Business. Managed 33 high-value accounts generating \$1.53M in monthly recurring revenue, aligning program scope, critical paths, and risk mitigation strategies to ensure on-time delivery for major commercial clients.

- **Portfolio & Account Management:** Managed end-to-end implementation for 33 enterprise accounts valued at \$1.53 million MRC while maintaining weekly status reporting across active orders using Smartsheet and MS Office suite.
- **Cross-Functional Program Leadership:** Led matrixed teams across Engineering, Construction, Product, Operations, and Sales to drive programs from sales acceptance through full operational deployment.
- **Critical Path & Schedule Oversight:** Built and maintained master deployment plans, aligning cross-functional deliverables, key dependencies, and milestone tracking to consistently meet target launch dates.
- **Risk Management & Problem Resolution:** Proactively identified bottlenecks and established contingency plans to prevent project slippage, serving as the central escalation lead for complex technical and operational issues.
- **Financial Oversight & Resource Allocation:** Supported budget forecasting and resource capacity planning to optimize costs and improve overall financial visibility for commercial network activations.
- **Governance & Stakeholder Communication:** Conducted regular milestone reviews and managed scope change proposals with executive leadership and enterprise partners to maintain quality standards and process consistency.

Project Manager-Engineer, Construction Department, Planning and Design Team, Apr 2015 - Jul 2022
Comcast, Houston, Texas

Managed cross-functional infrastructure buildouts from end to end. Managed project schedules, capital budgets, permitting, vendor deliverables, and field resources to ensure hybrid fiber-coaxial (HFC) and fiber network expansions were delivered on time, within cost, and in compliance within local/state/federal regulations.

- Coordinated and managed fiber / coaxial network projects by integrating digital tools, mapping data, technical specifications, and field inputs while supporting the planning, design, and construction of fiber / coaxial networks and creating reports to track capital projects and construction progress.
- Implemented project plans for utility providers and Comcast Joint Trench special projects.
- Managed and inspected bill of materials documents for fiber / coaxial construction projects regarding necessary parts and supplies required for project implementation and completion.
- Created, updated, and provided training on customer / non-customer impact forms, using MS Excel.
- Enhanced the customer experience by addressing project requirements promptly and efficiently.
- Managed and maintained all easement questions, conflicts, and issues for Houston, Tx Design Team and Construction Department regarding company utilities.
- Reviewed customer requests and resolved complaints regarding design and serviceability needs.
- Helped review maps and plans necessary to secure permits from utilities and easement for Joint Trench operations.
- Led expert analysis and execution of fiber / coax network betterments projects for the Houston region.

Network Communications Technician 5, Oct 2003 - Apr 2015
Comcast, Houston, Texas

Senior-level technical role responsible for maintaining, troubleshooting, and optimizing advanced HFC (Hybrid Fiber-Coaxial), fiber-optic, and Ethernet network infrastructure. Served as a subject matter expert and escalation point. Led complex network maintenance, outage restoration, signal leakage mitigation, and network upgrades to ensure optimal network reliability and performance across residential and commercial service areas.

- Network Maintenance & Troubleshooting: Diagnosed, isolated, and resolved high-level network outages, signal degradation, and complex Fiber optic/Coaxial trunk issues within aerial and underground cable infrastructure.
- Fiber & Coaxial Splicing: Executed advanced fusion splicing, active node balancing, directional coupler installations, and sweep/balance procedures on HFC plants.
- System Diagnostics & Quality Assurance: Utilized high-end test equipment (OTDR/TDR, spectrum analyzers, signal level meters, underground locators) to perform CLI leakage tracking, ingress mitigation, and system performance evaluations.
- Escalation & Technical Leadership: Served as an escalation lead for complex service calls, collaborated with Headend, Construction, and Network Operations Center (NOC) teams to resolve persistent technical issues.
- Compliance & Safety Protocols: Ensured all work meets National Electrical Code (NEC), National Electrical Safety Code (NESC), and OSHA standards, operated aerial lifts and bucket trucks up to 34–40 feet.
- Documentation & Mentorship: Maintained accurate network maps, documented maintenance activities in work management systems, and led/mentored junior technicians (Levels 1–4).
- Oversaw power supply maintenance as well as construction maintenance.
- Completed multi-product installations and troubleshooting.
- Performed, managed, and documented service disconnects, pre-wires, change of service, service calls, CLI ride-outs, and MDU wiring for residential and business sites.

EDUCATION & CERTIFICATIONS

Master of Industrial Distribution | Texas A&M University, College Station, Texas, May 2019

Bachelor of Science, Networking and Telecommunications | University of Phoenix, Online Campus, September 2014

Scrum Fundamentals Certification – Certificate ID: 1176744

Scrum Master Certification – Certificate ID: 1189583

MILITARY SERVICE

United States Navy, Active Duty, Petty Officer Third Class-Boatswains Mate (BM3) USS Mobile Bay, (CG-53) stationed in Yokosuka, Japan. Earned Honorable Discharge along with several medals and commendations. Navy Achievement Medal; Meritorious Unit Commendation; National Defense Service Medal; Navy Battle "E" Award (twice); Good Conduct Medal; Navy Sea Service Deployment Ribbon; and Southwest Asia Service Medal (three tours-Persian Gulf region).

AFFILIATIONS AND MEMBERSHIPS

National Society of Leadership and Success: Inducted December 2019
Veterans Network (VetNet): 2014-2025; *Houston VetNet Regional Director of Professional Development*, June 2014-Jun 2018.
Women in Cable Telecommunications (WICT): Member 2015-2025.

AWARDS AND HONORS

United States Navy Honorable Discharge
Comcast Business EXCEL Award for demonstrating exceptional performance, operational excellence, strong leadership, and outstanding dedication to customer service, April 2025.
Comcast Most Valuable Player Award: Design Team, Construction, Houston, Texas, 2016-2021.
Comcast Commitment to Safety Excellence Award, 2004-2022.

COMPUTER AND SOFTWARE SKILLS

Microsoft Office Suite, AutoCAD and SpatialNet, Smartsheet, Salesforce, Century, Jira

PROFESSIONAL DEVELOPMENT & METHODOLOGIES

Program & Delivery: Agile & Scrum Frameworks, Hybrid Delivery Methodologies, PMO Governance, Portfolio & Capacity Management, Change Management.

Strategic & Business: Strategic Planning, CapEx/OpEx Budgeting, Executive Stakeholder Engagement, Vendor Management, Operational Excellence.

Infrastructure & Leadership: OSP/ISP Deployment Governance, Cross-Functional Team Leadership, Cross-Departmental Collaboration, Risk Management & Escalation.