LINO GONCALVES

Senior Operations & Business Transformation Leader | Operational Excellence | Product Ownership | Change Management

Freehold, NJ | LinoGoncalves114@gmail.com | lino-goncalves.com | linkedin.com/in/lino-goncalves

PROFESSIONAL SUMMARY

Operations and business transformation leader with 24 years at Comcast, 20 of them in leadership, across field operations, quality, business operations and product ownership. Brings teams together around clear goals, accountability and recognition, and turns complex operational problems into scalable processes, tools and measurable results.

- Built the structure that lets a high-volume service organization scale: 20+ SOPs, capacity, staffing and forecasting for 101 technicians, and the monthly operating cadence behind a top-3 national First-Time-Right ranking.
- Strengthened quality and client experience through root-cause problem solving and corrective action: 42% fewer calls for targeted issues and tNPS up 5 points.

CORE COMPETENCIES

Excellence & Transformation: Operational Excellence & Continuous Improvement | Business Transformation & Scalable Operating Models | Organizational Change Management (ADKAR) | Project Prioritization & Governance

Quality & Client Experience: Quality Assurance & Standards | Root-Cause Analysis & Corrective Action | Client Experience & Issue Resolution | Service Delivery Operations

Workforce & Knowledge: Workforce & Capacity Planning | Staffing & Demand Forecasting | Knowledge Management & Process Documentation | Training & Onboarding

Leadership & Culture: Operating Cadence & Performance Management | Cross-Functional Collaboration & Influence | Leadership Development & Coaching | Dashboards & AI-Enabled Reporting

PROFESSIONAL EXPERIENCE

COMCAST **2002–2026**

Regional roles across New Jersey, Greater Philadelphia and northern Delaware. Leadership scope: a 109-person operation (101 technicians, eight supervisors), then three direct reports plus matrix leadership of manager teams in three departments, within a regional organization of about 1,400. Also evaluated five partner companies (up to about 80 contractor workers) and managed nearly $250,000 in annual recognition budgets.

- Cut calls for targeted issues 42% by auditing 48-hour customer callbacks with contact center teams and improving app self-service; forecast contact rates beforehand and verified results afterward.
- Resolved VIP, executive, chronic and repeat customer complaints by coordinating resolution across teams; turned lessons into process improvements and automated controls with the national team.
- Contributed to a 36% reduction in service-call truck rolls (555,018 to 352,846) over five years, an estimated $19.3M in cumulative savings ($2.2M tied directly to KPI changes), through process efficiency and coaching.
- Advised directors, regional VPs and the regional VP of Finance on organizational design, workforce changes and process optimization, winning approval for contractor capacity and recognition funding through business cases, ROI analyses and executive presence.
- Led UAT, training and deployment of the myPerformance platform across four business units (Care, field technicians, network, construction), reshaping the interface for each from user feedback.

Sr. Manager of Quality and Business Operations | Regional **2023–2026**

- Rebuilt FTR performance management by consolidating nine conflicting reports into one with BI and data teams; scaled it to national use and set national FTR, Tool Usage and tNPS standards.
- Built the monthly operating cadence (analyze, plan, commit, review) that took the team to top 3 in the nation for FTR.
- Improved First-Time-Right 5.5% (no return visit within 30 days), tNPS 5 points and diagnostic Tool Usage 3% by standardizing field processes, coaching and accountability.
- Contributed to 11% fewer canceled appointments, 4% higher productivity and lower overtime through an organizational redesign moving 2,500+ employees from three shifts to two; built the business case, ROI analysis and cross-functional rollout roadmap.

- Secured VP approval for 10 additional contractors across two constrained locations with a demand and cost business case, improving turnaround and appointment availability.
- Automated monthly KPI reporting with a dashboard built in Claude that flags missed goals by leadership level; ran governance reviews tracking action plans and results.
- Drove strategic initiatives, compliance and corrective action through manager teams in three departments by influencing without direct authority.
- Led three direct reports: Manager of Implementation, Manager of Business Effectiveness and a data analyst.
- Strengthened the leadership pipeline and bench by interviewing and helping hire about 10 supervisors over three years and mentoring emerging leaders through the myCareer Journey program.

Business Process Effectiveness Manager | Regional **2021–2023**

- Scaled performance standards to 1,100+ leaders and technicians by creating the Tech & Network Excellence program (playbooks, accountability routines, dashboards, training); built reporting tools adopted by 800+ leaders nationwide.
- Standardized regional field workflows by writing 20+ SOPs and coordinating approvals with HR, Safety, Warehouse, Fleet and Learning; standardized employee communications and training resources.
- Built three knowledge and metrics portals (TECHLAB, LeaderLink, Nexus) that improved leader access to operational data.

Manager of Technical Operations **2014–2021**

- Turned two management areas from last place to consistent top-three regional rankings within one year by building a culture of trust, coaching, clear expectations, accountability and recognition.
- Raised employee progression achievement 13% by coaching and developing supervisors and frontline employees.
- Led installation and service operations for 101 technicians and eight frontline supervisors, owning recruiting, training, safety and compliance; hired 81 technicians across three high-growth years.
- Managed daily capacity and technician utilization to target through routing, quotas, holiday shrinkage and staffing in FSM.

Earlier Technical Operations Roles (Supervisor, Technician) **2002–2014**

- Maintained 24/7/365 field coverage for residential and commercial fiber/coax infrastructure by managing scheduling and on-call rotations.

TECHNICAL SKILLS

AI & Automation: Claude, ChatGPT, Microsoft Copilot | **Data & Analytics:** Excel (Power Query), Power BI, Tableau, SQL (basic), Databricks (usage), Looker (basic) | **Enterprise:** SAP, Salesforce, FSM, Jira, ECM, SharePoint, Smartsheet, Slack, Microsoft 365 | **Methods:** ADKAR change management, business cases & ROI, UAT, Agile/Scrum, SMART goals

PROFESSIONAL DEVELOPMENT

Six Sigma Training (In Progress) | Comcast Learning & Growth: Project Management, Agile, SMART Goals, ADKAR Change Management, Smartsheet | AI coursework: Azure AI Fundamentals, Generative AI for Leaders, AI Strategy for Leaders | HubSpot Sales Hub Software Certified (2026)

EDUCATION

DeVry University – Associate Degree, Computer Information and Networking | **Brookdale Community College** – Coursework in Networking and Computer Science

LEADERSHIP, COMMUNITY & LANGUAGES

Lead, Freedom Region Unidos ERG | Co-Lead, myCareer Journey Program; Leadership Mentor | Board Member, SCTE Northern NJ Chapter

Languages: English | Portuguese (advanced) | Spanish (advanced)