

Luis Ramos Veitia, MBA

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PROFESSIONAL SUMMARY

Senior operations and enterprise transformation leader with more than 20 years of telecommunications experience. Lead business readiness strategy for large-scale system and operational changes, connecting executive priorities with the people, processes, and systems required for successful adoption. Experienced leader of teams of up to 42 professionals across multiple states and contributor to multi-million-dollar transformation initiatives. Board Secretary for NAMI Charlotte and community mentor committed to mental health access, Latino engagement, and LGBTQIA+ inclusion.

WORK EXPERIENCE

Charter Communications/Spectrum

Charlotte, NC

Sr. Manager, Program Management, Business Readiness Testing

2022 - Present

- Lead enterprise business readiness strategy for operational and system changes affecting national sales and operational teams.
- Advise senior leadership on readiness strategy, operational risk, deployment planning, and transition to operations.
- Lead and develop Business Readiness Testing leadership team while strengthening cross-functional alignment and execution discipline.
- Support multi-million-dollar transformation initiatives reaching thousands of users and establish scalable readiness frameworks for successful adoption.
- Partner with product, engineering, operations, and executive stakeholders to align people, processes, and systems before go-live.
- Develop managers and senior professionals while improving delivery efficiency through workflow optimization and process enhancements.

Charter Communications/Spectrum

Charlotte, NC

Sr. Manager, Enterprise Order Management

2019 - 2022

- Led and developed an organization of 36 professionals supporting enterprise order operations and strategic program execution.
- Improved operational efficiency through process standardization, reporting enhancements, structured communication, and cross-functional partnership.
- Implemented structured communication frameworks and reporting improvements to strengthen operational visibility.
- Partnered with sales, product, and operations leaders to improve order flow and operational performance.
- Developed scalable workflows and dashboards that supported leadership decision-making and organizational growth.

Charter Communications/Spectrum

Charlotte, NC & Syracuse, NY

Manager, Enterprise/National Order Management

2016 - 2019

- Led an organization of up to 42 professionals across multiple states supporting enterprise sales operations.
- Launched and operationalized new order management functions while standardizing geographically distributed workflows.
- Improved operational performance through reporting, process improvement, coaching, and team development.
- Built cross-functional partnerships that removed operational roadblocks and strengthened sales order execution.

Charter Communications/Spectrum

Syracuse, NY

Supervisor, National Order Fulfillment

2015 - 2016

- Improved national order management efficiency by 20% through process optimization and performance management.
- Led teams supporting national sales operations, service delivery, reporting, coaching, and workflow improvement.

EDUCATION

Colorado State University

Online Program

Graduate Certification in Entrepreneurship & Innovation

August 2024

University of North Carolina at Charlotte (UNCC)

Charlotte, NC

Master of Business Administration, Management & Operations

August 2023

Baruch College, City University of New York (CUNY)

New York, NY

Bachelor of Arts, Business/Corporate Communications

June 2013

LEADERSHIP & INVOLVEMENT

Charter Communications/Spectrum

NY & NC

- Lead business readiness and enterprise transformation initiatives that connect strategy with execution.
- Lead and develop teams while strengthening operational readiness, governance, reporting, and continuous improvement.
- Experienced across end-to-end workflows including order entry, billing implementation, software development, testing, and post-launch support.
- Experienced with Salesforce reporting, Data Loader macros, Tableau, billing platforms, Microsoft Office, and data analysis.
- Focus on gap analysis, process improvements, risk management, software development, testing, automation, and AI adoption.

Professional Associations

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|---|----------------|
| • National Alliance on Mental Illness (NAMI) Charlotte, Board Secretary | 2025 - Present |
| • Leadership Charlotte, Class 48 Participant | 2026 - Present |
| • Latin American Coalition, Youth Mentor and Community Partner | 2024 - Present |
| • Spectrum LGBTQ Business Resource Group (BRG), Co-Lead, Content | 2021 |

Certifications

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|---|----------|
| • Google Project Management Certificate | Nov 2023 |
| • Certified ScrumMaster (CSM), Scrum Alliance | Mar 2023 |
| • Lean Six Sigma Green Belt Certification | Dec 2021 |

SKILLS

- **Hard Skills:** Change Management, Stakeholder Management, Risk Management, Quality Assurance, Data Analytics, Salesforce Proficiency, Business Analysis, Microsoft Office, Project Management, Process Improvements, Scrum/Agile/Waterfall Methodologies, Testing & Development, Order Process: "Quote-to-Cash", Bilingual (English & Spanish) with beginners French.
- **Soft Skills:** Strategic Planning, Executive Communication, Cross-Functional Collaboration, Leadership, Decision Making, Adaptability, Problem Solving, Coaching, Mentorship, Emotional Intelligence, Conflict Resolution, and Continuous Improvement.