

Cyrus Valencia

Program Manager, Broadband and Cable Affairs

📞 (919) 555-4826

✉️ cyrus.valencia@example.com

🌐 [linkedin.com/example/cyrusvalencia](https://www.linkedin.com/example/cyrusvalencia)

📍 Raleigh, NC 27609

STRENGTHS

- 👥 **Stakeholder coordination**
A difficult provider discussion became a workable facility schedule after technical, finance, and operations teams aligned.
- 🗣️ **Public service delivery**
Resident cases moved from scattered complaints into clear ServiceNow patterns, giving leaders better operational visibility.
- ♥️ **Technical translation**
Complex broadband input became plain policy language and useful procurement criteria for nontechnical decision makers.
- ☰ **Program governance**
When dependencies surfaced, structured decisions, risks, and status reporting kept broadband work moving with confidence.
- ♥️ **Digital equity**
Affordable access planning connected housing partners with telehealth, education, and employment needs in practical ways.

SKILLS

Broadband programs

Cable administration

Telecommunications Digital equity

RFP development

Grant coordination Policy analysis

FCC matters ServiceNow

SharePoint Microsoft Teams

Planview Governance

A/V coordination

Operational reporting

SUMMARY

Program manager with 11 years of progressive experience guiding **broadband**, telecommunications, cable franchise, and public sector technology programs. Leads **infrastructure oversight**, facility connectivity, vendor coordination, procurement, governance, policy analysis, and resident service delivery across complex stakeholder environments. Translates broadband, wireless, and cable engineering input into practical decisions, RFP requirements, executive briefings, and public communications. Coordinates **digital equity initiatives** connecting affordable service with telehealth, education, workforce access, housing partners, and grant opportunities. Manages **public facing requests**, recurring operational reporting, provider relationships, billing resolution, legislative research, FCC matters, and franchise compliance. PMP certified and experienced with SharePoint, Teams, ServiceNow, Planview, Microsoft Office, public meeting technology, and cross functional delivery. Ready to apply this background in a community focused broadband program.

EXPERIENCE

Senior Broadband Program Manager

CivicLink Technology Services 📅 January 2023 - Present 📍 Raleigh, NC

Leads municipal broadband expansion, fiber construction, wireless alternatives, **facility connectivity**, franchise obligations, digital equity initiatives, procurement, regulatory analysis, and resident service operations. Connects technical teams, providers, finance, facilities, **public affairs**, government leadership, and community partners around reliable outcomes.

- Directed municipal fiber and wireless initiatives through **governance**, procurement **dependencies**, and executive reporting.
- Built wired and wireless RFP requirements from coverage, engineering, service, and affordability criteria.
- Connected **affordable broadband** efforts with telehealth, education, workforce access, housing partners, and **grant research**.
- Managed ServiceNow cases and monthly reports, turning recurring resident concerns into program decisions.
- Prepared policy briefings covering state legislation, FCC actions, federal programs, and franchise considerations.

Telecommunications Program Manager

Piedmont Municipal Solutions 📅 July 2020 - December 2022 📍 Greensboro, NC

Managed cable franchise administration and public facility connectivity for municipal clients. Coordinated providers, **equipment vendors**, finance, facilities, technical specialists, and public affairs teams through planning, installation, acceptance, close out, billing, and meeting readiness.

- Administered cable franchise obligations and provider coordination for public sector client programs.
- Coordinated facility broadband installations through **specifications**, schedules, acceptance, and **close out**.
- Resolved provider billing and internal charge allocation issues with finance and facilities teams.
- Built SharePoint and Teams workspaces for records, **procurement** files, actions, and **status reporting**.
- Prepared public meeting **A/V logistics** with specialists, validating technology readiness before recurring presentations.

Broadband Project Coordinator

Carolina Connectivity Partners 📅 June 2017 - June 2020 📍 Durham, NC

Coordinated fiber, cable, and wireless initiatives for local government and community clients. Supported public request handling, procurement research, grant applications, regulatory analysis, Planview reporting, **vendor coordination**, and project close out.

- Coordinated fiber, cable, and wireless activities from planning through client **acceptance** and **close out**.

LANGUAGES



MY CAREER



- Senior Broadband Program Manager at CivicLink Technology Services (3.8 Years)
- Telecommunications Program Manager at Piedmont Municipal Solutions (2.4 Years)
- Broadband Project Coordinator at Carolina Connectivity Partners (3 Years)
- Telecommunications Project Analyst at Triangle Network Services (1.9 Years)

- Triaged public connectivity inquiries and provider complaints through case workflows and operational summaries.
- Researched **broadband to the premises** models, franchise requirements, **providers**, and regulatory developments.
- Prepared scopes, vendor research, procurement documents, and evaluation materials for service projects.
- Supported **grant applications** with service need evidence, project narratives, vendor inputs, and implementation records.

Telecommunications Project Analyst

Triangle Network Services 📅 June 2015 - May 2017 📍 Cary, NC

Tracked broadband and cable installations, provider dependencies, service orders, documentation, billing, project records, regulatory research, outreach, and **status reporting**. Supported facilities, finance, technical specialists, vendors, clients, and community communications.

- Tracked **broadband** and cable milestones, service orders, documentation, and provider dependencies through completion.
- Created reports covering schedule changes, decisions, construction constraints, and customer issues.
- Reviewed provider invoices and service inventories with finance staff, documenting reconciliation corrections.
- Maintained **SharePoint** records and coordinated follow up among facilities, **vendors**, specialists, and clients.
- Translated technical project information into accessible **website updates** and community **outreach** content.

PROJECTS

Regional Broadband Expansion Program 📅 2024

Coordinated fiber, wireless, facility connectivity, governance, vendor evaluation, and resident service reporting across a regional broadband portfolio.

Digital Equity Access Initiative 📅 2022

Connected affordable broadband planning with housing partners, telehealth, education, employment access, grant research, and community communication.

LEADERSHIP & AWARDS

- Project Management Professional certification recognized for disciplined delivery across broadband infrastructure and public sector programs.
- Selected to lead cross functional broadband governance, provider coordination, and executive reporting for complex municipal initiatives.
- Trusted with sensitive FCC, legislative, franchise, procurement, and digital equity briefings for leadership review.

EDUCATION

Bachelor's Degree in Information Systems

North Carolina State University 🎓 GPA: 0 📅 2015 📍 Raleigh, NC

Coursework: Telecommunications, information systems, project management, public sector technology

CERTIFICATIONS

- Project Management Professional 📅 2022
- ITIL Foundation 📅 2020

TECHNICAL SKILLS

- **Broadband Infrastructure:** Fiber construction, wireless broadband, broadband to the premises
- **Cable Administration:** Cable franchises, franchise agreements, provider compliance
- **Project Management:** PMP, CAPM, project governance
- **Service Management:** ITIL, ServiceNow, case management

- **Collaboration Platforms:** SharePoint, Microsoft Teams, Microsoft Office
- **Portfolio Management:** Planview, Innatas, milestone tracking
- **Procurement:** RFPs, vendor evaluation, service specifications
- **Public Policy:** FCC matters, state legislation, congressional matters
- **Digital Equity:** Affordable broadband, telehealth access, housing partnerships
- **Reporting and Communications:** Operational reporting, website updates, public outreach

PROFESSIONAL AFFILIATIONS

- Public sector technology communities focused on broadband access, service delivery, and practical digital equity outcomes.
- Telecommunications professional networks supporting cable franchise administration, provider coordination, and broadband policy research.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST