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TS Balaji (TS)
VP Experience Design & CX
COX, Atlanta

TS Balaji is the Vice President of Experience Design & Customer Experience at Cox. TS has been in the Design field for over 15 years and has a track record of creating and leading Design teams comprised of professionals who are passionate customer advocates. TS continues to accelerate Cox's design and development processes in addition to aligning trends in technologies with the ever-advancing customer expectations.

TS joined Cox from LogMeIn where he served as the Vice President for Product Design and Customer Experience. At LogMeIn, he led a global collection of design teams through a transformation to become a Design led organization. Prior to LogMeIn, TS led the creation of the User Experience Center of Excellence within the product team at Cox. During that time, his team unlocked insights and drove transformative experiences across our digital and service portfolios. Prior to Cox Communications, TS led the customer experience group for the connected vehicle program within Sprint, which powers the Chrysler Uconnect brand. TS has an MBA from the University of Virginia and MS in Industrial Engineering from Louisiana Tech University.

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Carlos Belloso (Carlos)
GM/Sr. Director Product Management
IP Services
Comcast Technology Solutions

After a decade of telecommunications experience under his belt, Carlos Belloso joined Comcast Technology Solutions in Spring of 2012 to build a wholesale voice business from the ground up. While exceeding revenue expectations by 10x in just five years, Carlos also assembled and developed an impressive high-performing team while heavily influencing the optimization of technology and operational efficiencies that have led to outstanding voice customer experiences for Comcast customers across all lines of business. Before jumping into the technology industry, Carlos was self-employed in the construction business, ultimately leading to a foundational experience as superintendent for the second largest residential builder in Colorado at the time. This experience helped him develop an entrepreneurial grit that he brings to all business opportunities he encounters.

Given his cross-cultural upbringing and love of business, Carlos pursued a Global M.B.A. from Thunderbird University, which has been instrumental in his pursuit of new and exciting international business opportunities. This experience continues to fuel his curiosity of entrepreneurial and intrapreneurial cross-cultural opportunities.

Carlos is also passionate about helping provide professional and personal advancement opportunities to others. While he enjoys mentoring and seeking such opportunities as they arise, over the last decade he has carried various levels of roles and responsibilities with non-profits such as Prospanica, United Way, and the Boys and Girls Club.

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Edwina (Becnel) Blanchard (Ed)
Senior Director, Business Process Optimization
Cox Communications - Atlanta, GA

Edwina (Becnel) Blanchard has over 20 years of progressive levels of responsibility in technology delivery functions, within corporate and professional services enterprises with global spanning over 100 countries.

Having "grown up through the ranks", she is able to understand the challenges of delivery teams, while collaborating with executive leadership to mitigate obstacles and remove roadblocks, and ultimately *exceed* aggressive and complex objectives within a committed time frame...tactical approach to strategic execution.

She has a track record of record numbers of team performance, increasing overall productivity through a disciplined approach, adding value through cost optimization and individual focus to the collective outcomes. Her passion for personal development is illustrated by her earned credentials in business transformation & technology, as well as formal and informal engagements.

Edwina is personally committed to helping ease the path for other aspiring people of color. This is evident in her establishing the Black Professional employee resource group at the Alpharetta, GA Ernst & Young practice. This extended the same benefits and resources available in other regional chapters across the globe, bridging the gap that existed with consultants geographically located in a less diverse segment of the metropolitan Atlanta (GA) area. Additionally, she has served as a thought leader in the community, providing strategic planning and professional development for Women in Business committee at the local Chamber of Commerce. She continues to serve this passion through multiple mentoring relationships in her current role at Cox Communications, Inc.

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Kalia Booker (Kalia)
Vice-President of Drama Programming
HBO

Kalia Booker is a Vice President of Drama Programming at HBO, working with writers, producers, and directors to create compelling scripted series. Kalia has developed and provided ongoing creative support for many projects including *True Detective*, *His Dark Materials*, *The Outsider*, *Lovecraft Country*, *I Know This Much Is True*, and the upcoming *Untitled Lakers Series*. She is also currently developing the series remake of the critically acclaimed film, *Parasite*, and the much sought-after adaptation of Brit Bennett's literary masterpiece, *The Vanishing Half*.

After attending Spelman College, Kalia moved to New York City to pursue a career in musical theater. She found success in musicals like *Hairspray*, *Caroline or Change*, *Aida*, and *Seussical*, before relocating to Los Angeles to transition into scripted programming. With a brief stint in casting at ABC and E!, Kalia eventually joined the scripted development team at Universal Cable Productions (*Mr. Robot*, *The Sinner*, *Umbrella Academy*, *The Act*). From there, she joined the renowned HBO drama team, excited to make content that would change the television landscape and culture on a whole. It has always been her mission to be part of greater change in the world and creating content that gives voice to those often marginalized allows her to do just that at HBO. She is proud of the work she and her team are doing to cross color lines, and bridge cultural understanding via television.

Kalia is a member of the Alpha Kappa Alpha Sorority, Inc., FEMTORS LA, Colour Entertainment Group, and the Hollywood Radio & Television Society. She was recently featured in *Variety*'s esteemed list of New Leaders for 2020, and as an "Executive to Watch" in *Emmy Magazine*. She resides in Inglewood with her fiancé, bonus son, and two bullies.

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Anne-Marie Burton, MS (Anne-Marie)
Chief of Strategy & Programs
NAMIC, Inc.

Ms. Burton is the Chief of Strategy & Programs at the National Association for Multi-ethnicity in Communications (NAMIC). She serves as a critical member of the executive team to articulate and implement a strategic vision that focuses on effective growth; stakeholder engagement; as well as program development and implementation.

Previously, Ms. Burton served as the Vice President of Programs for the Leadership Institute at the Congressional Black Caucus Foundation, Inc. (CBCF). She oversaw the strategic development and implementation of all CBCF program functions for existing and new program areas.

Ms. Burton is a decisive, action-oriented, and results-driven professional with 20+ years of experience in propelling organizations to profitability and measurable outcomes. She has a proven record of establishing cross-functional partnerships to deliver stellar results. An agile, global strategic leader and an exceptional communicator with an aptitude for negotiating, resolving problems, and assessing client/member needs. Ms. Burton has demonstrated the ability to streamline business operations that drive growth and increase efficiency and bottom-line profit.

Ms. Burton is passionate about connecting ideas, experiences, stories, efforts & people to achieve previously unimaginable levels of performance.

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Amaya Capellán (Amaya)
Executive Director, Product Management
Comcast, Philadelphia

Amaya Capellán is the Executive Director of Digital Experience for the Comcast Connected Living team. In this role, Amaya leads a team that is bringing people together across the company to make the Xfinity app the digital destination for our broadband customers by expanding activation, upgrade, management, and self-serve experiences.

Amaya spent her first three years at Comcast as part of the Xfinity Mobile Product & CX team where she was instrumental in laying the strategic foundation for the recently launched Comcast Business Mobile. Prior to Comcast, Amaya worked in product leadership and strategy roles leading teams and customers through digital transformation at PeopleLinx (B2B Sales, venture backed startup), Booz & Company's Technology and Communications practice (Management consulting), FCB Global (Ad Agency), and an eLearning Startup in Madrid.

Amaya received her bachelor's degree in Economics from Princeton University in 2003. In 2011, she earned an MBA from Wharton and a MA in International Studies from the University of Pennsylvania as part of the Lauder Institute dual degree program.

She lives in South Philly with her wife, Alison, and 5-year-old son, Santiago. Santi is reawakening her love for tinkering with electronics and building sets like Lego.

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Donald Cravins, Jr. (Don)
Vice President of Policy and External Affairs
Charter Communications, Inc.

Don Cravins, Jr. serves as Vice President of Policy and External Affairs at Charter Communications, Inc. Cravins assists in the development of the company's policy agenda and in expanding its impact and influence with stakeholders and community partners. Prior to joining Charter, Cravins served as Senior Vice President for Policy of the National Urban League.

Since 1998, Cravins has been an attorney and member of the Louisiana Bar Association. In 2004, he was elected to the Louisiana House of Representatives. In 2006, Cravins was elected to the Louisiana Senate. During his tenure in the legislature, Cravins was heavily involved in post-Hurricane Katrina issues as the Chairman of the Senate Insurance Committee. In 2008, he ran for Congress in the 7th Congressional District of Louisiana. In 2009, Cravins left the legislature to serve as Staff Director of the U.S. Senate Committee on Small Business and Entrepreneurship. In 2013, Cravins began serving as Chief of Staff for U.S. Senator Mary L. Landrieu of Louisiana.

In addition to his duties at Charter, Cravins is an adjunct professor at The George Washington University and serves as a Major in the DC National Guard. His honors include induction into the Southern University Law School Hall of Fame and being named a Distinguished Alumnus of LSU. Cravins created and hosted the National Urban League's Weekly Podcast, "*For the Movement*"; iTunes: <https://itunes.apple.com/us/podcast/for-the-movement/id1345148843?mt=2#episodeGuid=28294be978459a983492e76a257f58c7> and has published several articles including "*Smart Cities, Inclusive Growth: Harnessing the Enormous Economic Promise of Next Generation Networks*" and a White Paper entitled, "[21ST Century Innovations in Energy: An Equity Framework](#)".

Cravins sits on several non-profit and for-profit boards including the Energy Foundation and the LSU Foundation National Board. Cravins is married to Attorney Yvette Puckett Cravins and they have three children, Dominique, Trey and Chloe. Yvette serves as Chief of Staff for Congressman Lacy Clay of Missouri. Cravins and his family currently reside in Upper Marlboro, MD.

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Biographical Information**Maria Elena Delarosa (Marlene)**Senior Director, Strategic Program Management & Delivery
Comcast Technology Solutions

Marlene Dela Rosa is currently the Senior Director of Strategic Program Management & Delivery at Comcast Technology Solutions (CTS). In this role, she is responsible for all aspects of product engineering delivery and strategic program management for the Content & Streaming Provider (C&SP) organization. This includes managing a global team of technical program and delivery managers; implementation and process training relating to delivery including OKRs, risk mitigation, and executive program summaries.

Marlene built the delivery management organization from the ground up and is the executive sponsor of onboarding programs and agile transformation for C&SP's engineering teams across the globe.

Previously, Marlene was a Program & Portfolio Director in CTS Global Professional Services organization managing strategic customer engagements in New Zealand, Australia, Denmark and North America regions.

Prior to joining Comcast, Marlene held C-level and senior global leadership roles in Product Development, Product Engineering and Software Engineering for other Fortune 500 companies and technology startups with teams in US, Singapore, Italy, UK, Poland, Canada, & Philippines; and held mentorship roles in several non-profit organizations.

Marlene graduated from De La Salle University with a B.S. in Computer Science and currently lives in the greater Seattle area with her family.

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Ramesh Doddapaneni (Ramesh)
Senior Director, Data Management
Charter Communications, St Louis, MO

Ramesh is an accomplished leader with over 15 years of experience in Data Management. Ramesh joined the Charter team in 2007 and served as domain owner for the database platform teams, redesigned Legacy Data warehouse platform, built emerging Technologies Center of Excellence for the growing needs of the customers. Currently, responsible for strategy and planning of mission critical systems such as Spectrum Payments, which processes payments, and their operations.

Ramesh attended Texas A&M University-Commerce in Texas where he graduated with a M.S in Computer Science.

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Renee Ducre (Renee)
Senior Director, Data Strategy
Warner Media / Turner Sports

I have responsibility for creating & executing the data strategy to enable the Warner Media, AT&T, and Turner Sports business units to have the best insights into our sports fans and to deliver the ultimate fan experiences (e.g., personalized content, apps, etc.). A key to understanding of the sports fan is driving meaningful insights from our data...not just sports data but harnessing the power of data across our Warner Media, AT&T, Turner Sports business units, & our 3rd party vendors. Every day, I am working to integrate Turner Sports data across platforms to deliver better insights on what matters to our sports fans and improve Turner Sports brands' performance (e.g., engagement on linear vs. digital). Finally, I have a deep passion for mentoring and building the capacity of our Warner Media and Turner Sports teams. I believe in sharing what I am learning and in collaborating across our 3rd party vendors, Warner Media, Technology, & Corporate teams around data strategy, new business intelligence tools, visualization / insights capabilities, etc.

Additionally, I am a Competent Toastmaster and love public speaking as a means of sharing what I've learned from leading teams and taking on new challenges across the executive leadership roles that I've held in various industries. As a member of the 1990 Women's' Big Ten Championship Basketball team, I am an enthusiastic Northwestern University wildcat! I have a Bachelor of Science degree in Industrial Engineering and an MBA in General Management from the Executive MBA program at Kenan-Flagler at UNC Chapel Hill (Go Tarheels!). I am a champion of being a lifelong learner, continuous self-improvement, all things strategy / data & analytics / technology related and developing future leaders to be their best.

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Obiora Ezefili (Obi)
Senior Director, Customer Experience
Comcast

As Senior Director, Obi is responsible for managing operations. Obi supports a customer base of 2.2m subscribers as well as oversees the growth and development of 250+ employees. In addition, Obi serves as chapter lead of MyAbilities employee resource group in the Freedom Region and is an active member of the Black Employee Network (BEN).

Previously, Obi served as Senior Director of Customer Escalations for the Northeast market and focused on improvement strategies that drive innovation around market growth, customer experience and retention efforts.

Prior to joining Comcast in 2017, Obi was an Operations Director for Charter Communications managing operations that supported over 1 million subscribers in the NY area. Obi was also a Customer Service Director for Time Warner Cable and managed over 200+ employees while driving key performance indicators for video, data, and voice subscribers in the Binghamton NY area.

Obi has over 15 years of experience in the telecommunications industry and takes pride in building employee connections, developing talent and focusing on process improvement. Obi has also completed numerous professional development courses/ programs, most recently, Director leadership experience program and PROPEL.

Obi holds a BSC from the University of Benin in Computer Science. He is also a diehard soccer fan. GO ARESENAL FC!

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Curtis Friends (Curtis)
Senior Marketing Director
ESPN - NYC

Curtis graduated from Morehouse College and started a business in Atlanta that served the upper class black community. In an effort to grow beyond the family business, Curtis attended Georgia Institute of Technology for an M.B.A. This led to a career in brand management with Procter & Gamble in Cincinnati in the Hair Care Category.

After 8 years and multiple brand management assignments with P&G, Curtis transitioned again into Sports Marketing for ESPN. At ESPN, he led the revitalization of the flagship studio show, SportsCenter and then moved over to the “live sports” properties Ultimate Fighting Championship (UFC) and The National Football League (NFL). Curtis led the launch of the UFC into the fastest growing sports property for Disney. Additionally, Curtis repositioned the NFL property into one of the biggest properties and brands 365 for The Walt Disney Company.

Recently, after a tumultuous 2020 Summer, Curtis led the team to develop marketing campaigns to address [social unrest](#) and also [celebrate the return of football](#).

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Ela Govindasamy (Ela)
Senior Director, Turner Sports
WarnerMedia

Ela Govindasamy has been working with WarnerMedia for about 12 years in various capacities and currently responsible for delivering March madness live across all digital platforms. Starting his career as a Software Engineer in digital sports, Ela navigated to various parts of the business to get exposure in various aspects of the business including research, analysis, sales, marketing, operations, production, design, user experience, vendor relationships and product management. Before joining Turner, Ela was building software solutions for many small businesses and helping them to leverage the power of technology.

Ela completed all his formal education in India, including a Bachelor of Engineering and a Masters in materials management. Despite being a Mechanical Engineer by college education, rapid advancements in technology persuaded him to start to explore software development and helped him to build a career in technology before switching most of the focus to business operations. Ela started his career in Singapore and found his way to Silicon Valley only to witness the dot com bubble burst. East coast welcomed and embraced Ela where he found home in Atlanta and he has been living there for 20 years with a wonderful wife and two amazing daughters. Ela loves to spend time with family in a park or beach and travel around.

Ela has been an active advocate of Diversity, Equity and Inclusion throughout his life. Being a first-generation immigrant to America, Ela is always in the front lines to help and guide people who needed support. Ela was the chairperson of TurnerAsia, a business resource group of WarnerMedia and still is an active member of many such organizations in and outside of work.

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Akhilesh Gupta (Akhilesh)
Vice President
Zee Entertainment (Asia TV US Ltd.)

Akhilesh Gupta heads the digital and linear Content Distribution vertical for the Zee Group and oversees the US, Canada, LATAM and the Caribbean markets. Leading the Content Distribution vertical, Akhilesh has been instrumental in increasing Zee's subscriber penetration in these markets by strategic network launches on multichannel platforms. He was able to increase the number of networks from four to thirty-six in a span of six years enabling Zee to cater to twelve language groups including English, Spanish, Hindi, and Arabic.

Akhilesh has extensive media distribution experience spanning over 15 years. Prior to joining Zee Americas, he was in the South Asia market, where he worked with Star India - a subsidiary of News Corp. and also Zee Turner Ltd. - a joint venture between Zee and Turner International.

Akhilesh has an M.B.A. in Marketing and a Bachelor's in Computer Application. In the past, he has been nominated by Zee as a High Potential ACE employee, one of about 50 employees from Zee Group's Global work force. He was subsequently designated a ZEO- Zee's Emerging Officer. He has successfully completed the Leadership Development Program at India's premier Management institute - IIM, Ahmedabad in 2016.

He is passionate about social causes, specifically education for underprivileged children.

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Tina Hamilton (Tina)
Vice President of Northeast and Southeast Region Sales
Disney's Media Networks Division

Tina oversees domestic broadcast sales for the division's first-run and off-network syndicated programs in (48) markets across the country and has been instrumental in the successful local broadcast sales of numerous Disney first-run series including *Live with Kelly and Ryan*, *The Tamron Hall Show*, and *Right This Minute*. In addition, Tina has played a key role in the successful off-network sales of *Last Man Standing*, *Modern Family*, *Castle*, *Wipeout*, *Bob's Burgers*, *Family Guy* and *COPS*.

In her role as VP of Sales, Tina maintains broadcast station group responsibilities for Nexstar Inc., Cox Media Group, Scripps, Meredith, American Spirit Media and Standard Media.

An entertainment industry veteran, she has been an award-winning sales leader across a range of platforms, including broadcast television, digital and radio, most recently at Comcast/NBC Universal, Gannett Television (TEGNA), AOL, and Disney/ABC Home Entertainment.

A graduate of Howard University, she has used her work in media to bring attention to a range of charitable activities and community concerns, with a focus on education, hunger and homelessness including: Project Give Back, Comcast Cares, Reading Partners, the youth and community outreach programs of the National Cathedral and Trinity Episcopal Church.

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Biographical Information**Rita Hanes (Rita)**

Senior Director, Field Marketing
Charter Communications – New York, NY

With more than 15-years of diversified experience in telecommunications, financial services, and non-profit management, Rita is a proven business executive with unique capabilities and experiences including; Field Marketing, Global Strategic Alliances & Partnerships, Chief of Staff/Operations Management, Digital Marketing, Project Management, Sales Development and Community Advocacy. She is recognized for her ability to create innovative, engaging and profitable customer-centric value propositions and expand customer/partner/ relationships across diverse geographic regions and markets in the B2B space. She also has a passion for translating unique customer insights into innovative digital solutions and value propositions that can scale in the marketplace. Finally, Rita has a track record of driving growth and results leading to increased revenues and customer satisfaction.

Rita received a BA in Industrial Relations from the University of North Carolina at Chapel Hill and an MBA from Georgetown University. In addition to serving on the Board of Trustees for Sisulu-Walker School, she is an active member of Delta Sigma Theta (Public Service Sorority) and The Links, Incorporated. Rita is also a member of the Abyssinian Baptist Church located in Harlem, NY and lives in Fort Greene, Brooklyn. She enjoys endurance sports and has completed 5 triathlons and a marathon.

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Aaliyah Harris (Aaliyah)

Sr. Director, Marketing, U.S. Networks Distribution
ViacomCBS - New York, NY

Over the course of twenty years, Aaliyah Harris has immersed herself in television media, television production and public relations. Prior to joining ViacomCBS, she held a production assistant position at WNYW Fox 5 NY where she helped produce news and feature stories and field produced events. She also worked in public relations and planned fashion preview events to increase product awareness among tastemakers, buyers and magazine editors. Currently, Aaliyah is a Sr. Director on the marketing team within the U.S. Networks Distribution group at ViacomCBS. She engages with multiple channels and TV distributors to develop and implement mutually beneficial marketing campaigns. She is responsible for marketing that drives distributor business goals such as new customer acquisition and ongoing customer engagement as well as viewership and awareness of ViacomCBS programming.

Aaliyah earned a B.A. in Communications from Rutgers University New Brunswick in 2001 before launching her career in media.

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Alexander Hsiao (Alex)
VP, Product Design
CNN Digital, Washington D.C.

Alex Hsiao is the vice president of product design at CNN. He leads CNN Digital's global product design and user experience initiatives across CNN's owned and third-party platforms, including mobile, web, video, OTTs, and emerging platforms.

Prior to joining CNN, Hsiao founded a handful of companies and worked with numerous digital consumer product companies serving as mentor and advisor to startups. He led digital product design strategy for brands including Netflix, Verizon, IAC, PwC, Marriott, Discovery, Intuit. His work has been recognized for accolades and awards from Golden Addy, PCMAG.com, and Communication Arts.

Hsiao attended the American University, and currently works and resides in Washington, D.C. area.

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Adrian G. Jackson, CPA/CFE (Adrian)
Executive Director – TV Production Finance
Paramount Pictures and Hollywood, CA

Adrian G. Jackson was promoted to Executive Director – TV Production Finance at Paramount Pictures in October 2020, after spending the prior six years working as Director – Third Party Audits for the Paramount Pictures - World Wide Compliance department. Additional work experience includes 5 years as a Senior Manager for Viacom Internal Audit, five years as an Audit Manager for the Warner Media (formerly known as TimeWarner) - Internal Audit group, and approximately two years as a Senior Forensic Accountant for Gursey | Schneider LLP (formerly known as Gursey, Schneider & Company, LLP). He began his professional career in September 1997 as a staff Auditor for PricewaterhouseCoopers.

With a B.A. in Business Economics with an emphasis in Accounting from the University of California at Santa Barbara, Adrian also has a minor in Sports Management. Other professional certifications include Certified Public Accountant and a Certified Fraud Examiner.

Along with his responsibilities as Executive Director – TV Production Finance, Adrian is also a mentor, working directly with minority high school students via Paramount's mentoring program, in addition to being a dedicated mentor for several black business professionals that he has had the pleasure of interacting with over the course of his career.

Adrian has obviously been blessed to work for an amazing group of companies and along the way he has been privileged to travel to some amazing countries including Africa, Japan, Australia, Brazil, United Kingdom, France, Germany, Canada and the Czech Republic; just to name a few. He is also an avid sports fan and one of the items on his bucket list is to visit the home arena of every NBA team. Personal hobbies include shoe collecting, cars and saltwater fish tanks.

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Biographical Information**Diwelawatte P. Jayawardene (PJ)**

Senior Director, Wireless R&D

Charter Communications | Greenwood Village, CO

PJ Jayawardene presently heads all wireless research and development related to 5G communication systems in addition to numerous strategic advisory roles in wireless technology at Charter communications. Prior to joining Charter, he built a career in both hands-on and strategic roles around the world, spanning a 17-year career in cellular communications. His team at Charter communications is responsible for the key innovations that yield new wireless opportunities while enabling the convergence of both wireless and wireline systems.

He holds a Bachelor of Engineering in Telecommunications from the University of New South Wales, Australia.

In addition to volunteering as a mentor for the Women in Cable Telecommunications (WICT), PJ enjoys every opportunity to be outdoors; hiking and golf in the warmer months or snowboarding in the winter.

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Dennis Jones (DJ)
Director of Field Operations
Charter Communications, Southern California

As the Director of Field Operations, Dennis Jones oversees all of the day-to-day operations for the fulfillment and support of Spectrum services for more than 864,000 serviceable homes and about 500,000 customers in the San Gabriel Valley, Eagle Rock, Burbank, Glendale and Pasadena area in Charter's SoCal Central Management Area (2nd largest Area at Charter). He leads a team Managers, Supervisors and 200+ frontline employees.

He previously served as Director of Technical Operation for Comcast Sacramento Valley with leadership responsibility for about 500 technicians serving more than 1.2 million homes passed. He also previously served as Director of Engineering for TCI – AT&T Broadband, where he oversaw all the 750 MHz upgrades in the East Bay Region that allow for the introduction of High-Speed Data and Switched Digital Telephony.

With more than 30 years of leadership experience in the industry, Dennis has earned a strong reputation of motivating and inspiring teams to deliver excellent customer experience in a fast-paced and highly demanding environment while still demonstrating unwavering dedication to employee engagement and development. He is a very enthusiastic and dynamic leader who enjoys leading his team through challenges in a way that showcases their resiliency and talents individually.

Dennis has served on numerous task force teams that introduced operational improvements and efficiencies with resultant better customer experience. Dennis is an active member of SCTE, has served as a Director at-large on the NAMIC board and received numerous awards over his career.

Dennis has been married for 35 years and is a father of 3 and a grandfather of 5. He enjoys traveling and vacations with his family. He and his wife Arlene are passionately involved in community service endeavors and has done so for more than 35 years.

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Quiana Kelley (Quiana)
Director, SVOD & TVE Marketing
ViacomCBS - Los Angeles, CA

12+ years of success in development and execution of digital marketing campaigns for high-profile entertainment companies like CBS.com and Live Nation.com. Adaptable, reliable, and efficient leader with a proven track record of meeting aggressive deadlines and delivering results.

I am a multiracial woman who is passionate about being a leader by example and ensuring there's growth in the representation of people of color in tech, media and entertainment.

With a B.A. from UC Berkeley, I grew up and have lived in California my entire life, currently residing in Southern California.

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Milton Lopera (Milton)
Vice President, Customer Service
Charter Communications

Milton Lopera joined Charter Communications in 2017 as Vice President of Customer Service, bringing over 20 years of Customer Service experience. He leads a dynamic customer service Call Center in Flushing, NY, with over 600 employees. Milton has created a high-performing operations team focused on providing outstanding customer service and excellence in employee relations while maximizing both financial and operational efficiencies.

Prior to joining Charter Communications, Milton began his career in customer service as a front-line employee handling customer service calls. Throughout his 17 years with Altice USA (formally known as Cablevision) he was promoted multiple times into positions of increasing responsibility. In addition, he led many company-wide projects, involving technology and performance enhancement through its customer service transformation and he finished his career with Altice USA as Vice President of Customer Service overseeing approx. 2,000 employees across four locations within the tristate area. Milton's 20 years as a customer service leader has allowed him to gain in-depth business knowledge and insight and the ability to explore and implement innovative ways to creating a high-performing workforce focused on the customer experience. He believes in a balanced work environment and enjoys creating "Pay-It-Forward" opportunities that allow his employees to connect and become involved in their community such as the Rebuilding Together Foundation.

Milton's business motto; *"I understand that most, if not all employees will spend more time under their work roof than their own home, so it's important to me that we make our work environment; **fun, fair and inclusive** as we build a workforce that performs high with continuous improvement."* Has been key to the success of his management style.

A Long Island, New York, resident, Milton enjoys spending quality time with his family. He also enjoys playing golf, gardening, watching sports, and being outdoors.

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Adam Martinez (Adam)
Director, Cable/Streaming Development
CBS Studios

Adam Martinez serves as Director of Cable/Streaming development at CBS Television Studios in Studio City, California. He has 20 years of experience in the Entertainment industry, ranging from financial and operational management at Fox Searchlight Pictures, to creative development of comedy and drama television programs for both broadcast and cable/streaming platforms CBS. The common theme running through his wide-ranging experience has been to be a conduit for diverse voices to find a home in the entertainment industry.

Adam is a member of the Film Independent, The National Association of Latino Independent Producers and a junior member of the Hollywood Radio and Television Society.

Adam received a Bachelor of Arts degree from the University of California, Santa Barbara. Born and raised in San Jose, California, he now lives in Los Angeles where he is active with community and sport activities. He enjoys soccer, triathlons, podcasts, reading and time with family and friends.

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Cristyan Nevers (Cristyan)
Vice President of Software Engineering
ViacomCBS, New York

Cristyan Nevers is Vice President of Software Engineering for CBSNews Digital. In his role, Cristyan oversees all day-to-day aspects of development for CBSNews.com, mobile apps, CBSN, strategic long-term planning, collaborations with broadcast, and owned & operated stations groups.

Previously, as a Senior Software Engineer, Cristyan contributed to the creation of the internal content management system, which is an indispensable part of CBS News Digital's daily news publishing. He also is one of the inventors on the digital channel integration system patent (9,866,923), which is what powers CBSN, a 24/7 streaming video news channel operated by CBS News.

Cristyan graduated magna cum laude from Lehman College with a B.S. in Computer Science. He is a baseball enthusiast and an avid New York Yankees fan. Cristyan and his wife, Christina, along with their son, Carlos, live in New York.

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Biographical Information**Jennifer Ng (Jen)**

Senior Director, Sponsorship and Partnership Marketing
Charter Communications

Jen joined Charter Communications in 2016 after more than a decade of sales and marketing experience in media and telecommunications at companies such as The Walt Disney Company, ESPN and Time Warner Cable. She began her career in the industry in Affiliate Marketing with Disney and ESPN Media Networks Group. She spent years in network distribution sales and marketing and transitioned to the operator side via Time Warner Cable's partnership marketing team.

She is currently Senior Director of Sponsorship and Partnership Marketing at Charter Communications, overseeing the company's strategic partnerships across sports and entertainment. In her role, Jen leads owned media, corporate sponsorships, co-op and revenue marketing strategies, along with the execution of all marketing activity with sports teams, venues and programming partners. In her time at the company, Jen has led her team in the negotiations and development of a strong sponsorship portfolio and exceeding revenue goals through partnership marketing campaigns.

Jen is an active member of her company's Business Resource Groups, affinity groups that engage in activities to advance a culture of inclusion and understanding, including: Spectrum WOMEN, Spectrum MULTICULTURAL and Spectrum ABLED.

Jen received her B.A. in 2000 from the University of California, Los Angeles, with a major in Communications Studies and a minor in Education.

Jen is a classically trained pianist and spent 20 consecutive summers volunteering at a YMCA camp for at-risk youth. She enjoys time with family, travel, live music and a good book.

Jen hails from Los Angeles, and currently resides in New York City.

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Biographical Information



Oluwatosin Omolewu (Tosin)
Senior Director, Broadband Device Products
Comcast

Oluwatosin Omolewu (Tosin) is the Senior Director for Broadband Device Products at Comcast. She brings more than 20 years of professional experience in technology and organizational leadership, talent development, product ownership, process transformation, global team management, as well as driving initiatives that target improvements across employee NPS, Customer experience (Cx) and P&L performance.

In her current role, she leads a diverse team of product managers, business analysts and engineers towards delivering best-in-class broadband devices for Comcast Business and Multi-Dwelling Units (MDU). She owns business and product-line strategy as well as lifecycle support for the product portfolio. At Comcast, she was crucial in the delivery of Gig+ broadband devices to Comcast Business customers. In addition, Tosin is one of the executive culture and diversity ambassadors at Comcast. She is an active member of the Black Engineers Network (BEN) and leads the Careers Committee.

Earlier in her career, she worked at SeaChange International where she built the company's first formal Quality Assurance department and drove the initiative to attain SeaChange's first standard Quality Management certification – TL 9000. Tosin started her career as a Software Engineer and worked in the Automotive industry - Ricardo Inc, as well as in the telecommunications industry - HummingBox Inc. – where she deployed a competitive Windows-based wireless application that transcribed messages from one format to another.

Mrs. Omolewu has an Associate degree in Mathematics from Victor Valley College, and a bachelor's degree in Computer Science from California State Polytechnic University, Pomona. She holds a Program Management Executive Certificate from Pennsylvania State University and several other industry certificates - SCRUM Certification, Level VI Pragmatic Marketing Certificate and Situational Leadership Certificate from Boston University.

Tosin is an avid promoter of Women in Technology and has been invited to speak at several conferences and panels. In her spare time, she loves to cook Nigerian dishes and spend time with her husband and children watching musicals.

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Biographical Information



Haile Owusu (Haile)

Senior Vice President, Analytics, Decisions & Data Sciences,
WarnerMedia

Haile Owusu is senior vice president, analytics, decisions & data sciences at WarnerMedia. Within this role, Owusu's primary focus is to build out WarnerMedia's data science capabilities, expanding the company's scope in applying analytics, data, and decision sciences to enhance its products. His data science team works closely with many of WarnerMedia's business groups to translate strategies into execution plans for new decision support systems and audience insight strategies. Owusu reports to Jesse Redniss, executive vice president, data strategy, WarnerMedia & General Manager, WarnerMedia Innovation Lab.

Prior to joining the company, Owusu served as chief data scientist at Mashable, where his main responsibility was developing and improving the company's Velocity technology, which predicts and tracks the viral life-cycle of digital media content. During this time, he built a data science team from the ground up, which was responsible for in-house and external technologies to predict the interests of Mashable's broad consumer base and assist the team's marketing efforts to continue to build Mashable's audience. Before Mashable, Owusu led all research efforts for SocialFlow, one of the leading social media optimization platforms for leading brands and publishers.

Owusu has a Ph.D. from Rutgers University, a Master of Science from King's College, University of London, and a Bachelor of Arts from Yale University. He has a background in theoretical physics and prioritizes mentoring other young physicists in the industry.

WarnerMedia is a leading media and entertainment company that creates and distributes premium and popular content from a diverse array of talented storytellers and journalists to global audiences through its consumer brands including: HBO, Warner Bros., TNT, TBS, truTV, CNN, DC Entertainment, New Line, Cartoon Network, Adult Swim, Turner Classic Movies and others.

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Ivan Oyco (Ivan)
VP of Creative Development & Production
Fullscreen | Los Angeles

Ivan Oyco, VP of Creative Development & Production, is an award-winning producer with 15+ years of experience in Film, Television and Digital. Ivan started his career as an Acquisition Executive for the Walt Disney Company, travelling all over the world, attending major film festivals, and discovering new international talents. As he nurtured those relationships, he joined Spyglass Entertainment as a Creative Executive and quickly moved up the ranks to producing films that were both box office successes and critically acclaimed. In 2008, he transitioned into Unscripted TV, producing shows such as Next Food Network Star, Cutthroat Kitchen and Top Chef (which earned him an Emmy nomination). After years of being one of the most sought-after producers in the food space, Ivan wanted a new challenge and moved over to Digital in 2013.

Upon joining Fullscreen, he helped build the branded content department and has collaborated with various brands and agencies in executing innovative programs for Fortune 500 companies including GE, Mattel, P&G, Walgreens, Kohl's, Coca Cola, ABI, Mondelez, Mars, IKEA.

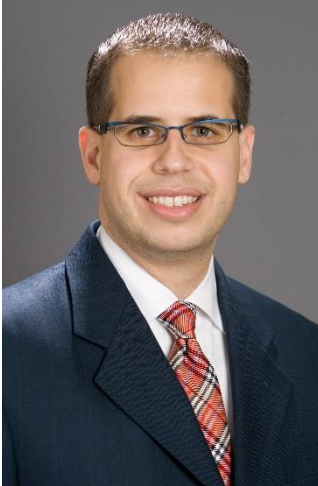
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Biographical Information

Ashwin Ramakrishnan (Ashwin)
Director, Sales Compensation Systems
Comcast Business

Ashwin Ramakrishnan is a Corporate Director at Comcast Business responsible for executing on the full life cycle (plan design through payroll) of SMB and Mid-market Sales compensation. In this role Ashwin supports strategic and tactical business initiatives that drive market share and revenue growth. Prior to Comcast, Ashwin was a Telecom consultant at Excelacom Inc. where he enabled multiple Cable and Telco clients deploy new products, re-engineer business processes and transform systems landscapes across the Lead-to-Cash spectrum.

Originally from Hyderabad, India, Ashwin lives in the Philadelphia area. He earned a BE in Electronics & Comms Engineering from Visvesvaraya Technological University India, a MS in Electrical Engineering from Drexel University and an MBA in Finance from the University of Delaware. Ashwin is a member of NAMIC, Project Management Institute, World at Work and Corporate Finance Institute. He is married and has two children.

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Biographical Information



Oscar Ramos (Oscar)
Sr. Director II ESPN Deportes Content
ESPN, Bristol, CT

Oscar Ramos was born in New Jersey, one year after his parents immigrated to the U.S. from Cuba with his two brothers after their businesses in Cuba were nationalized.

Oscar has a B.A. from Ramapo College in N.J. in communications and has had the great fortune to follow his dream of having a successful media career.

Oscar started his career in Spanish Language Media, working for the only Spanish Language Radio Rep. Firm, Caballero Spanish Media in New York City.

He moved on to work for ABC Radio Networks in the International Department, selling radio programming and content worldwide, eventually becoming GM and managing the business unit. As part of the job, Oscar had the great fortune of traveling extensively throughout Latin America, Europe, and Asia, working with media companies worldwide.

Oscar spearheaded a group that developed and launched ESPN Deportes Radio in 2005, a 24/7, Live Spanish Sports Radio Network. He was the GM of that business until 2019 when the business was shut down.

Oscar currently oversees all content strategy and scheduling for ESPN Deportes TV, ESPN Deportes.com, and the Spanish Language content on ESPN+ and celebrates his 26th year with the Walt Disney Company in 2020.

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Shoshana Salmon (Shoshana)
Director, Traffic Operations
CBS Sports – New York, NY

Shoshana Salmon is the Director of Traffic Operations for CBS Sports and CBS Sports Network with 10 years of experience in the live sports media industry. Before moving into the Traffic Operations side of Sports, she formatted all live sporting events on CBS Broadcast from Professional Bull Riding to Super Bowls. Working closely with Sales, Programming, Media Planning teams and Production to lay out and format some of the most watched sports on television. Taking those responsibilities into the Traffic world, she was able to experience the 24-hour world of cable sports. With its ability to provide sports fans with a 24-hour sports fix with updates and many great event throughout the day it was a new and exciting challenge.

With an AAS from Middlesex County College, Shoshana decided to change paths from Elementary Education to Media in 2011. After joining CBS Sports as an Administrative Assistant to the VP of Operations, she quickly observed areas that interest her and moved her way to Production Services. As she began to grow at CBS, she realized the media industry was her future.

On Shoshana's off time, she enjoys spending time with her husband Charles and son Chance doing anything outdoors. She loves researching her next DIY home projects while sitting in the library with her son reading books of his choice.

Shoshana still finds time get involved in the conversations of social justice by having a personal conversation with a few Sports Professionals such as Swin Cash and Nate Burleson in a CBS Sports produced special, CBS Sports Connected: What It Means To Be Me which premiered on CBS in July. Following this project, Sports Business Journal named her one of the 2020 Game Changers.

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Biographical Information



Montrese Sampson (Montrese)
VP Human Resources, Domestic News Bureaus
Viacom CBS

Montrese is an accomplished HR professional with over 20 years of HR experience spanning the areas of training and development, management coaching, labor and employee relations. She has worked within the health care, government, cosmetics and media industries bringing a collaborative, strategic and resolution focused approach. She is currently the VP of Human Resources for CBS Domestic News Bureaus. Prior to her current role, she was a Regional Human Resources Director with the Associated Press.

Montrese received her M.S. in Applied Behavioral Science (Human Resources Management and Organizational Change & Development) from Johns Hopkins University and her B.S. in Business Administration (Human Resources Management & Industrial Relations) from Virginia Commonwealth University. She also holds professional certifications from both the Society for Human Resources (SHRM) and Human Resources Certification Institute (HRCI).

Montrese enjoys spending time mentoring, volunteering within her community and church and serves on several organizational boards. She is a wife, mother of two adult children and just became a grandmother.

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Tasha Scrivens (Tasha)
Senior Technical Director
WarnerMedia – Atlanta, GA

Tasha Scrivens is a Senior Technical Director in the Global Technology and Operations department of WarnerMedia. Tasha has been with the company for over 23 years and is responsible for the product development of software solutions used to manage the programming, rights management, and tracking of media through the supply chain for linear television and digital platforms. Most recently, Tasha and her team have contributed to the evolution of the new HBO Max direct-to-consumer streaming service.

Tasha is a highly motivated, client service driven, strategic senior leader with demonstrated success in creating, leading and motivating high performing teams to produce quality results.

Tasha uses her strengths and talents to help others by being a mentor with the Black Professionals at WarnerMedia group, along with other business and social mentoring programs. Tasha is also a member of the National Association for Multi-Ethnicity in Communications (NAMIC), Women in Cable Telecommunications (WICT), and Women in Technology (WIT), all of which are organizations used to educate, advocate and empower diversity in the media industry.

In 1994, Tasha graduated from Hampton University, a Historical Black College in Hampton, Virginia, with a Bachelor of Science Degree in Computer Science. After obtaining her degree, she started working as a Systems Programmer for Lockheed Martin in the Washington, DC area. In 1997

Tasha and her husband Kevin have a blended family with six children and can truly say that 8 is Enough! Together, they serve as Marriage Ministry Leaders of their church.

In addition to being a business professional and mother, Tasha is like the energizer bunny that never stops because she is also very active in her kids' schools, has served on the PTA, as Director of Parent Volunteers, and Team Mom Director for football and cheerleading. In her spare time, she loves wedding and event planning.

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John So (John)
Vice President, Business Strategy & Development
Disney Media Distribution
The Walt Disney Company (Burbank, CA)

John is Vice President of Business Strategy & Development for Disney Media Distribution. He is responsible for developing and executing distribution strategies for Disney & ESPN Media Networks, DTC subscription offerings, and Disney Studios film content across US multichannel distributors and global digital platforms. John and his team are focused on driving revenue with existing and new distribution partners, developing growth strategies, and working closely with other internal stakeholders to develop new products, services, and business models. Prior to joining the distribution area, John worked in finance and strategy for the ABC Entertainment Group, where he helped formulate the division's long range plan while managing the group's P&L across primetime series, development, and marketing.

Before embarking on a career in the media sector, John was an Investment Associate with Horsley Bridge Partners in San Francisco, one of the largest investors in early-stage venture capital. There he helped lead investments across technology sectors while coordinating the firm's entry into Asia-Pacific markets. John began his career as an Investment Banking Analyst at Prudential Securities in New York City, where as a member of the project finance team he served a wide range of both government and corporate clients.

John is a graduate of Yale University where he earned his BA. He has been a registered representative with FINRA as a Series 7 & 63 license holder, and actively participates in industry organizations including Ascend and CAPE. John is an East Coast native and currently resides in Pasadena, CA.

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Biographical Information

Pallav Tamaskar (Pallav)
Senior Director, College Sports Marketing
ESPN (New York, NY)

Pallav currently serves as the Senior Director of Consumer Marketing, College Sports at ESPN. Together with his team of pioneers, he is responsible for business growth of College Football, College Basketball (men and women), and NCAA properties on ESPN. He specializes in holistic brand development, integrated campaign launches, innovation strategy, and diversity (women, USH, AA, and Gen Z) marketing.

He joined ESPN two and a half years ago, bringing with him a career long track record of success. During his time spent at CPG giants – PepsiCo and Procter & Gamble, he has been relentless in leading complex business strategies aimed at increasing consumer engagement and driving measurable business growth.

Pallav's alma maters are: The Pennsylvania State University, for his undergraduate education and The Washington State University, for his MBA. He currently resides in Brooklyn with his partner, Preston.

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Alejandro Uribe (Alejandro)
CEO Exile Content

Alejandro Uribe is an entrepreneur of dual US and Colombian Citizenship. He is the current CEO of Exile, an independent private equity backed media group operating across the Americas making scripted and factual content for the next generation of Spanish speaking audiences. His experience includes being the CEO of Blim, the largest Spanish language subscription video on demand service, Head of New Ventures for Televisa, the largest Spanish language Media conglomerate, and VP of Digital Business Development for Univision. He is a frequent speaker on content trends for Latin American & Hispanic audiences and has consulted investment firms and international telecom companies on the Latin American market.

He has worked in venture capital in LA and San Francisco operating and investing in media technology companies for Orange Telecom, Sony, and Nomura bank. During this time, he worked in a private public partnership with the NEA researching how to use technology to close the achievement gap in minority community schools.

He is the founder of La Tienda, a nonprofit institute that works in Colombia local government youth programs on civic empowerment through community activism. He was a Rotary International Ambassador to Hiratsuka, Japan.

He is an engineering graduate of Columbia University in New York.

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Biographical Information**



Jerry A. Vasquez (Jerry)
Director- Advance Engineering | Technical Operations
Charter Communication

Jerry Vasquez is Director for Charter Communications and has been in his current role since the Spring of 2019. He currently manages the linear and digital Ad Insertion platforms with engineering and operational responsibility for the architecture. Jerry began his career as an installer over 25 years ago and has been managing video platforms in a leadership role for the last 15 years.

He began his leadership career as a manager with Verizon Communications in 2005 before accepting an opportunity in 2014 with Charter Communications in Denver Colorado. Jerry was promoted to Director in Video Operations in 2017 before accepting his current role as Director over Advance Engineering Ad Insertion platforms.

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Biographical Information

Crystal White (Crystal)
Vice President, Enterprise Solution Delivery
ViacomCBS

Crystal White is Vice President of Enterprise Solution Delivery at ViacomCBS. She is responsible for delivering and managing software solutions to the Networks Distribution Finance, Operations, Sales, and Marketing teams across the company. She also manages the relationship between the technology teams and Showtime Networks executive management. In her seven years at ViacomCBS Crystal has led several multi-million-dollar projects on-time and on-budget, including rolling out a system that processes billions of dollars in revenue for the company annually.

Crystal has many years of experience in media. After graduating summa cum laude with a BS in Computer Science from Case Western Reserve University she joined NBCUniversal where she delivered revenue management solutions to the Networks Distribution team and supported a system used by the Research team to process Nielsen ratings data. She also managed a Business Intelligence portfolio of reports and dashboards used by executives in the TV Stations group.

When she is not implementing software solutions for work Crystal runs her own website and mobile app, NYC Free Summer Events. She also enjoys many hobbies including classical piano, shooting billiards, and juggling. She seeks out volunteer opportunities as well, most recently with the Big Brothers Big Sisters program.

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Lisa Williams (Lisa)
Sr. Director, Multicultural Planning
Comcast

In her current role as Senior Director Multicultural Strategy and Planning at Comcast, Lisa is responsible for developing growth strategies for diverse customer segments. She joined the Comcast team 10 years ago in a Sales Operations role within the Direct Sales channel.

Lisa began her post-graduate career with Deloitte Consulting where she specialized in business process re-design and ERP implementations. She gained industry experience across multiple vertical sectors including Financial Services, Manufacturing, and Public Sector. A native of Northeast Ohio, Lisa completed both her undergraduate and graduate education in the Quaker State, receiving her B.A. from University of Pittsburgh, and her M.B.A. from the Wharton School at the University of Pennsylvania.

Outside of work, she is an active member of Jack and Jill of America, Inc. a mother's volunteer organization focused on leadership development for minority youth, and Alpha Kappa Alpha Sorority, Inc. In her spare time, she enjoys traveling and spending time with her family.

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Biographical Information



Raquel Williams (Raquel)
Senior Director, Distribution
Crown Media Family Networks

Raquel Williams is Senior Director of Distribution for Crown Media Family Networks, home of three linear networks, Hallmark Channel, Hallmark Movies & Mysteries, and Hallmark Drama; subscription video on demand streaming service, Hallmark Movies Now; and publishing division, Hallmark Publishing. Based in Los Angeles, Williams reports to Erin McIlvain, EVP, Content Strategy & Distribution.

Williams is responsible for increasing distribution of Crown Media's three linear networks and streaming service, Hallmark Movies Now, particularly helping to lead negotiations for Fubo TV, Verizon Fios, Cox, Comcast, T-Mobile, The Roku Channel, Apple TV and Amazon Prime Video Channels. She creates and implements marketing initiatives to maximize distribution and subscriber revenue.

Williams began her career at Crown Media as Director of Distribution in 2013. Prior to joining the company, she served as Senior Account Executive of Affiliate Sales and Marketing for Disney & ESPN Media Networks.

Williams is an active member of National Association for Multi-Ethnicity (NAMIC), Women in Cable Telecommunications (WICT) and was named Cablefax's Affiliate Sales Executive of the year in 2015. She was President of the NAMIC's SoCal Chapter 2013-2015. Williams holds a bachelor's degree in Business Marketing from Indiana University.

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Biographical Information



Tammie Williams (Tammie)
Vice President Sports Finance
Warner Media - Atlanta, GA

Tammie Williams is the Vice President of Sports Finance supporting Turner Sports' businesses, including partnerships with the NBA, the NCAA Men's Basketball Tournament, MLB, and all sports digital businesses, including NBAD, NCAA MML, and Bleacher Report and BR Live. Prior to this role, Tammie served as Vice President of Finance - Domestic Reporting and Decision Support Services at Warner Media. Her areas of responsibility encompassed all domestic businesses including Warner Media News and Sports, Warner Media Corporate, Technology & Operations, and Warner Media Entertainment. Tammie has worked with Turner/Warner Media since 2011 in various accounting and finance leadership positions.

Prior to joining Warner Media, Tammie held positions in financial accounting and reporting, internal controls and compliance across various industries. She began her career as a financial and technology auditor at First Data. Tammie moved on to roles of increasing responsibility with Avaya, General Electric, and Equifax, gaining experience in SOX compliance, general ledger accounting, and business continuity planning.

Beyond the numbers, Tammie has a passion for people development and leads Warner Media's Finance and Accounting Emerging Leaders Program (ELP) Committee. The ELP committee is dedicated to developing and retaining high potential talent across all Warner Media financial teams. Tammie also served as a mentor to members of the 2020 Pathbuilder's Percepta class, an organization focused on advancing women in the workplace.

Tammie is a Certified Public Accountant (CPA), licensed by the State of Georgia. Tammie is also a "double eagle", having earned both a Master of Accounting degree and dual Bachelor of Business Administration degrees (Accounting and Computer Information Systems) from Georgia Southern University. She and her husband, David, are the proud parents of two young men, David Marcus and Dylan Matthew. The family worships at the Renaissance Church of Christ.

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Biographical Information



Scott Wise (Scott)
VP Sales Operations
Cox Communications - Atlanta

Scott Wise is responsible for leading Cox's Residential Sales Operations team. He provides strategic and operational direction to the sales leadership team as well as the sales operations function to ensure that we maximize customer relationships, sales revenues and meet organizational objectives. He oversees sales enablement, sales tools & technology, channel operations & field sales operations/execution.

Prior to this role, Wise was leader of the Contact Center Operations Support team. He was responsible for the shared services organization that provided capacity planning, call forecasting, agent scheduling and real-time call center management, with the objective of ensuring optimized call center staffing, delivering answer time targets for all Residential and Cox Business call queues. Wise also provided vision and strategy for the call center telephony platform, IVR self-service application, and call center service agent desktop, and call center reporting and dashboards.

Wise has more than 25 years of customer service experience in the telecommunications, wireless and internet industries. Scott possesses a valuable blend of leadership, strategic and operational experience that benefits the sales organization.

Scott and his wife enjoy traveling every chance they have. They have been to six continents but have been slowed down this year by the pandemic. They have two teenagers, a senior in high school and a sophomore in college.

Prior to joining Cox, Wise served as vice president of customer care for EarthLink where he oversaw the operational functions of the customer service operation. In addition to the U.S. organization, he managed operational functions based globally.

Wise holds a bachelor's degree in Business Administration from Webster University in St. Louis, MO, and a master's degree in Organizational Management from the University of Phoenix.