

Alkino Magann, MBA

Lumberton, NJ | (973) 356- 4372 | AlkinoMagann@outlook.com | [LinkedIn](#)

Senior Program Manager | Senior Project Manager

Impact-driven Program Manager with 10+ years driving enterprise implementations across Telecom, eCommerce and Logistics. **Led programs delivering \$11M incremental revenue and foundational GTM solutions across \$2.5B in finance portfolios**; experienced in vendor governance, cross-functional transformation, and **scaling platforms to 50M+ customers**. PMP Candidate (Exam: Jan 2026)

Core Skills

- **Project & Program Management** (Portfolio Management, Program Governance, Risk & Issue Management, Analytical & Problem-Solving Acumen, Resource Planning, Business Case Development, Release Management, Strategic Leadership & Vision, Portfolio Prioritization, Contract Negotiation, Emotional Intelligence, Lifecycle Management, Agile Methodology)
- **Delivery Methods** (Adaptive/Scrum, Predictive, Hybrid),
- **Tools & Analytics** (Jira, Smart sheets, Confluence, MS Office Suite, Power BI, Tableau)
- **Leadership & Governance** (Stakeholder Management, Vendor Management, Benefit Utilization, Budgeting/P&L)

Education & Certifications

- **Master of Business Administration (MBA)**, University of Phoenix, Phoenix, AZ
 - 2020–2024 - Coursework: Strategic Planning & Implementation, Organizational Transformation & Governance
- **Project Management Certifications**
 - 2020–2024 – *University of Phoenix*: Comprehensive program covering advanced project management methodologies and best practices.
 - **Project Management Professional (PMP)**: Exam scheduled for January 2026; application approved and 35 required contact hours completed.
- **Additional LinkedIn Learning Professional Development**
 - 2025 - Adobe Analytics
 - 2025 - Agile Foundations
 - 2025 - User Experience (UX) for non-designers
 - 2025 - *Strategic Thinking*

Experiences

Manager, Xfinity Growth Innovation & Experience Program Delivery

2022-Present, Comcast NBCUniversal

- **Lead and prioritized 15+ concurrent projects**, coordinating architects, engineering, operations and third-party vendors to deliver programs on schedule and within budget.
- **Spearheaded Simplified Billing Communications program across 10+ teams; managed scope and stakeholder alignment for initiatives affecting \$2.5B in revenue streams; reduced billing-related escalations by 19.39%.**
- **Delivered 8,000+ high-speed connections enabling multi-account household capability; directly contributed to \$11M incremental revenue** through feature enablement and upsell flows.
- **Managed expansion of Social Messaging Service to 15M customers; defined product requirements, vendor contracts and go-to-market plan projecting \$5M annual revenue.**
- Owned program governance and risk reporting; briefed executives on dependencies, launch readiness, and compliance to meet regulatory and government requirements.

Sales Coordinator, International Product Experience Centers

2020-2022, Comcast NBCUniversal

- Delivered KPI reporting and operational analysis to senior leadership, supporting strategic decision-making and driving business outcomes across international units.
- Enhanced customer experience, retention, and upselling by collaborating with cross-functional teams and implementing best practices globally.
- **Led product advocacy and managed six international Product Experience Centers**, resulting in improved sales and retention rates through innovative program management.
- **Increased adoption of the Next Best Action AI tool from 8.4% to 13%, fueling sales growth**, and supported the Xfinity Product Ambassador Program with strategic engagement initiatives.
- **Conducted monthly sales reviews for 27 international team leaders, analyzing key metrics and identifying top performers; effective PEC management led to notable improvements in Gross Sales Rate (+2.7%), Xfinity Sales Rate (+5%), and Xfinity Mobile (+20%).**

Customer Experience Professional, Retention

2013-2020, Comcast NBCUniversal

- Progressively advanced through customer service and experience roles at Comcast NBCUniversal from 2013 to 2020, demonstrating expertise in client retention, service optimization, and delivering strong sales results.
- Consistently surpassed monthly revenue goals by **driving over \$40,000 in sales through advanced retention strategies, process optimization, and competitive benefits analysis** delivering improved customer satisfaction, accelerated service delivery, and increased employee retention for Comcast NBCUniversal.