

Eric Robinson

856.701.8975
hello@ericmrobinson.com

Vendor Management Executive | Fraud & Risk Strategist

PERSONAL STATEMENT

Strategic and results-driven operations leader with over a decade of experience in cybersecurity, fraud mitigation, and customer support. Proven ability to lead global teams, optimize performance, and drive cost savings while ensuring a secure, seamless customer experience across complex, high-risk environments.

EXPERIENCE

Comcast, Director, National Business Partner Operations

2023 - PRESENT

Lead global CSA and Xfinity Home Tier 1 teams with 1,400+ agents across five countries. Drive strategy for security, fraud mitigation, and acceptable use compliance. Oversee home security support and product education, generating \$6M+ in annual sales through improved customer experience and cross-sell initiatives.

Comcast, Manager 2, National Network Surveillance

2020 - 2023

Managed five anti-abuse vendors across three regions for Comcast.net mail. Improved spam accuracy by 22% through KPI enhancements. Created a vendor scorecard, reducing incident costs by 27%. Drove compliance and risk reduction through strategic guidance and cross-functional collaboration.

Comcast, Manager 1, National Network Surveillance

2017-2020

Managed global outsourced operations for the Customer Security Assurance team, addressing security, fraud, and compliance. Achieved \$7.1M in savings through process improvements, reporting automation, and training programs that enhanced service quality and team performance.

EDUCATION

Rutgers, B.A. Computer Science

2006

KNOWLEDGEBASE

- Tableau, Power BI
- Avaya CMS, IVR/ACD Design
- Splunk
- tNPS / NPS
- JIRA / SmartSheets
- Executive Presentation

LEADERSHIP SKILLS

- Vendor Management
- Fraud & Risk Mitigation
- KPI Design & Analytics
- Process Optimization