

Abbie O'Dell joined Charter Communications in 2002 as a Technical Support Representative, quickly working her way up into the role of Trainer supporting the Vancouver, WA call center. She was promoted into the role of Training Supervisor in 2008, and oversaw training for departments including Stores, Direct Sales, Dispatch and Technical Operations. During this time she also started the Virtual Training Team, specializing in providing engaging and interactive virtual training. In 2016 she was promoted to Training Manager for Charter's Northwest Region, and in 2019 transitioned to Senior Director of Learning Services for Field Operations, leading the development and delivery of engaging and interactive learning experiences for all of Charter Field Operations.

She holds a BA in English Literature, a Master's in Education, and is a graduate of the Betsy Magness Leadership Institute.

Abbie is an active member of The WICT Network, holding multiple chapter leader roles within the Pacific Northwest Chapter, and currently serving as Past President and Advisor, and served as co-chair of the WICT Global Future Leader Board in 2022. She is also active in the Society for Cable Telecommunications Engineers (SCTE), receiving the 2023 Chapter Leader of the Year award for her work as President of the Rocky Mountain Chapter. She currently serves as Chair of the SCTE L&D Committee, and Chair of the Curriculum Advisory Board for Arapahoe Community College in partnership with NCTI.