ANDREW KRUEGER

IT Team Lead | Project Manager

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Results-oriented technical professional with over ten years of experience leading process improvement, strategic planning, and digital transformation. Program manager with a proven track record of success who drives cross-functional initiatives to deliver solutions that maximize stakeholder value and align strategic initiatives with business objectives.

Excels at risk mitigation, resource optimization, and complex project management to surpass performance targets. Uses a strategic approach to product ownership and vendor relationships, driving innovation and operational efficiency on a global scale. Committed to excellence and thrives in dynamic environments, consistently advancing project goals and fostering professional growth.

Core Competencies

Key Skills: Strategic Planning | Agile Methodologies | Scrum | Risk Management | Stakeholder Engagement | Team Leadership| Cross-Functional Collaboration | Financial Forecasting | CRM | Vendor Management | User Story Development | Sprint Planning
Technical Tools: SQL | Miro | Trello | JIRA | Tableau | Wrike | GitLab | Salesforce | Adobe Creative Suite | MS Office Suite

Professional Experience

Program Manager | Cisco Systems   Mar 2021 – Jan 2024
Shaped programs focused on Global System Engineer development, including consultative selling and soft skills.
- ✓ Led iterative web application development and set Kanban priorities, creating user stories for tool redesigns and MVP releases.
- ✓ Created a global workshop series of curated instructor-led webinars, resulting in the development of over 1.5k engineers.
  - ▪ Coordinated with over a hundred SE leaders and managers to deliver updated and relevant content to SEs.
  - ▪ Cross-functional collaboration with Finance and Marketing to secure contracts and promote product availability.
- ✓ As Global Program Lead for Business Architecture, championed effective vendor relations throughout project lifecycles and conferred regularly with stakeholders to understand the market, ensure alignment with project goals, and manage expectations.
- ✓ Oversaw the redesign and delivery of "Design Thinking & Visual Storytelling" classes on consultative selling. Managed all aspects, including comprehensive financial forecasting, updating curriculum, event scheduling, and deliverable audits.
- ✓ Worked collaboratively with other program leaders to create product roadmaps and engage in best practices.

IT Project Lead | Cisco Systems   Apr 2018 – Mar 2021
Enabled Business Architecture practices for a vast team of internal engineers pursuing training, certification, and community.
- ✓ Drove adoption of BA process and capabilities through management of web app development and by coordinating with stakeholders to revitalize interest in Business Architecture Central, resulting in the acquisition of hundreds of new users.
- ✓ Created dozens of internal global webinars, promoting local involvement and community growth in the wider org.
- ✓ Transitioned from contractor to full-time employee, recognized for leadership in project execution and process improvements.

Tech Advocate | REA Group   Jun 2017 – Sep 2017
Enhanced operational efficiency and user experience by providing in-house tech support and implementing technology solutions.
- ✓ Managed Active Directory to streamline account setup and maintained inventory, supporting the MDM enrollment process.
- ✓ Led significant hardware and software migration projects while ensuring a positive experience for 300+ employees, resulting in a significant increase in team Key Performance Indicator scoring and positive feedback across this short-term position.

Digital Marketing | The Institute of Financial Professionals Australia   Oct 2016 – Apr 2017
Drove education and empowerment, built security IQAs, created webpages, and maintained database integrity for 10K+ subscribers.
- ✓ Leveraged iMIS for effective marketing outreach, generating insightful reports and crafting dynamic promotional content.
- ✓ Employed Google Analytics and Excel to craft detailed marketing performance reports, optimizing new and ongoing campaigns.
- ✓ Created a variety of engaging digital content to strengthen brand presence and stimulate online community engagement.

Contracted Technician | Smart Source   Dec 2011 – Nov 2017
Provided comprehensive technical solutions and project leadership across high-profile clients, enhancing IT infrastructure.
- ✓ Spearheaded upgrades for network systems at over 70 retail locations, including Starbucks, Bed Bath & Beyond, and FedEx.
- ✓ Managed end-to-end data migrations and new technology deployments in unique environments, adhering to stringent compliance standards for Walmart, Hilton Hotels, Allied Digital, Cetera Financial Group, and RBC Wealth Management.
- ✓ Promoted to Lead Technician for exceptional performance in training and guiding teams through specialized projects.

Certifications
- ✓ PMP (Project Management Professional) – *In Progress*