

ANDREW KRUEGER

Project Manager | Technical Delivery

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Results-driven Program Manager with over 10 years of experience delivering strategic initiatives, process improvements, and cross-functional programs in fast-paced environments. Skilled at leading end-to-end projects, from planning and execution to optimization, while aligning stakeholders, managing risk, and ensuring value delivery.

Experienced in agile and hybrid methodologies, stakeholder communication, and vendor coordination. I take complicated challenges and break them down into practical, step-by-step action plans that teams can execute successfully. Passionate about building scalable systems, fostering team growth, and driving outcomes that bring meaningful change.

Core Competencies

Key Skills: Strategic Planning | Agile Methodologies | CIAM | Incident Management | Stakeholder Engagement | Team Leadership | Cross-Functional Collaboration | Financial Forecasting | Vendor Management | ITSM

Technical Tools: Jira | SQL | Miro | Tableau | ITIL Framework | Salesforce | GForge | MS Office Suite

Certifications

- ✓ CSM: Certified Scrum Master, ScrumAlliance – Valid until September 2027
- ✓ ACA-900: Jira Software Essentials, Atlassian – Valid until October 2027
- ✓ ITIL 4 Foundation: Information Technology Infrastructure Library, Axelos – Valid until October 2028
- ✓ CAPM: Certified Associate in Project Management, PMI – *In progress, scheduled exam in February*

Professional Experience

Project Lead | Visionary Services

Nov 2025 – Jan 2026

- ✓ Support cross-functional delivery of custom data reporting platforms for FedEx, assigning work across engineering and data teams, managing technical dependencies, and supporting release readiness for complex, enterprise-scale reporting solutions.
- ✓ Translate business needs into technical execution while coordinating engineering capacity and priorities across teams.
- ✓ Drive release quality and data integrity by designing test scenarios and validating behavior in DEV and TEST environments.
- ✓ Serve as the primary client and stakeholder interface for Alumacraft, owning intake, prioritization, scope control, invoicing, change management, issue resolution, and executive-level communication end-to-end.
- ✓ Support company-wide delivery maturity by contributing to the migration from a legacy work-management platform to Jira.

Strategy & Planning 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.

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.

IT Support Analyst (Contract) | REA Group

Jun 2017 – Sep 2017

Three-month contract role, providing short-term enterprise IT support and infrastructure coordination.

- ✓ Led an office-wide network certificate deployment for 300+ employees through coordinated 1:1 in-person service visits.
- ✓ Managed Active Directory accounts, onboarding and offboarding, and asset inventory to support secure operations.

IT Support Lead | Smart Source

Dec 2011 – Nov 2017

- ✓ Completed network surveys at more than 70 retail locations, including Starbucks, Bed Bath & Beyond, and FedEx.
- ✓ Trained and managed technicians nationwide, ensuring consistent standards and successful delivery in diverse environments.
- ✓ Supported hardware/software deployments and data migrations for Walmart, Hilton, Target, and Valvoline.
- ✓ Supervised rollout teams for RBC Wealth Management, overseeing secure data backup and migrations with strict compliance.
- ✓ Coordinated with client executives and backend IT teams to resolve onsite technical issues and keep projects on schedule.