

Project Management - Team Leadership & Mentoring – System Administration – Software Support Engineer

Over 20 years of customer-facing experience with proven history managing projects simultaneously across global and multifunctional teams
Full-time remote since 2010 collaborating with various individuals, clients, teams, departments, vendors, and organizations globally
Strong technical aptitude with the ability to learn quickly and independently, then apply newly learned skills in working environments

Data Analysis, Trending & Forecasting - Data Based Presentations - Data Collection & Formatting

Technical aptitude for collecting, analyzing, and formatting large amounts of data from multiple platforms and data solutions
Ability to independently learn and master Data Intelligence Platforms (System Applications, Databases, Operating Systems, Unix/Linux, GUIs)
Extremely proficient with Excel for data collection, analysis, statistics, automation, then converting to charts, graphs, & documentation for visualization
Expert in creating PowerPoint presentations from multiple data sources for use with business analytical trends, statistics, forecasting, and improvements

Highlighted Strengths & Skills

Excellent people skills with the ability to create a diverse network of resources across multiple disciplines to support business needs
Ability to communicate and interact with individuals, diverse groups, and organizations at all levels while effectively representing the company

- Outstanding multi-tasking and organization skills
- Excellent communication and writing skills
- Manage multiple projects and teams concurrently to meet deadlines
- Experience working in high pressure and fast paced environments
- Communicate, interact, and train individuals at all levels
- Work with minimal supervision in all environments
- Proven reputation for professionalism and competence
- Great at building relationships with customers and vendors

Education

• Bachelor of Graphic Design | Indiana Purdue University| Fort Wayne, IN | August 1994 – May 2000

Certifications

- Kubernetes & Docker Certification
- Six Sigma Yellow Belt Certification
- Lean White Belt Certification
- Best Practices Certification
- Agile & Waterfall Methodologies
- Cloud Computing Bronze Certification
- Centennial Management Certification
- Big Data Fundamentals Certification
- [Complete LinkedIn Learning](#)

Programming Languages & Tools*

- Linux OS
- SQL
- PHP
- Wireshark
- Unix/HP-UX
- Java
- HTML
- Putty
- PowerShell
- JavaScript
- CSS
- Cron
- Bash
- OpenVMS
- Wiki-Markup
- Node.js
- Oracle
- Windows
- vi Editor
- Multiple UIs

Team Collaboration, Issue Tracking, & CRM*

- JIRA Support & Administration
- JIRA Agile Project Management
- Confluence
- SupportOne
- Zoom/Skype/Teams
- Sharepoint/OneView
- Jenkins
- GitHub
- BitBucket

Advanced Learning & Self Development*

- Website Development, Design, & Hosting
- Technical Diagrams & Process Flows
- Microsoft Excel Expert
- Technical Documentation Writing
- Process Improvement & Automation
- DevOps Foundations, Containers, Cloud, & Micro-services
- SDLC - Software Development Lifecycle
- SaaS – Software as a Service
- Managing & Leading Global Teams
- CI/CD – Continuous Integration & Development

Available by request:

- Data Based PPT Presentations
- Data Collection, Organization, & Automation (Excel)
- Statistical Monitoring Dashboards
- Project Management Schedules
- Technical Diagrams & Documentation
- Project Management Schedules

Professional References

• References will be provided upon completion of initial interview or upon request

**Not limited too*



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Career History

Vubiquity an Amdocs Company | Technical Project Management Officer | Senior Level | November 2022 – April 2023 | Laid Off Project Cancellation

- Led Project, Product, & DevOps Managers in integrating and delivering products with third-party customer applications/systems
- Reviewed business and technical requirements with customers, providing solutions that best addressed their needs
- Provided continuous technical input and reviews on project status to all involved parties
- Oversaw end-to-end testing, including test design, scenario implementation, analysis, and result reporting
- Led and managed all defects/incidents during the project, directing them to the relevant owner and ensuring follow-up on their handling

Openet an Amdocs Company | Senior Systems & Software Support Engineer | March 2020 – October 2022

- Resolved technical problems, located bugs, and created tools for troubleshooting
- Provided resolution within SLA parameters, implementing software solutions for optimal performance
- Mitigated risks in end-to-end system integration, conducted impact assessments, and contributed to Root Cause Analysis
- Introduced continuous improvements, applied automation, and ensured timely task completion
- Played a lead role in team building, onboarding/training, and effective communication with stakeholders

AT&T Mobility | Senior Systems & Software Support Engineer | 2012 – October 2018 | Laid Off

- Displayed expertise in applications, integration, networking, and support across diverse system interfaces and protocols
- Served as SMS/MMS System Administrator for Short Code Messaging, fostering relationships with aggregators and intercarriers
- Collected, reviewed, and analyzed log files, traces, data dumps, PCAPS, and debugged to troubleshoot system issues
- Translated and converted data into visual aids, ensuring clear understanding across departments and organizational levels
- Ensured timely completion of tasks and milestones, meeting predetermined project timelines and deadlines
- Conducted Root Cause Analysis across multiple systems to prevent future customer impact
- Identified, analyzed, and resolved complex system issues, communicating updates effectively across departments and vendors
- Isolated and resolved system issues involving multiple servers, networks, applications, platforms, and vendors
- Proactively monitored and tracked system data, predicting future usage trends and potential impacts

Centennial Wireless | Lead Engineer, PM, & SME for Subscriber OTA Migration to Montana PCS Network | 2010 – 2012

- Managed the migration of over 250,000 Centennial Subscribers to the Montana PCS Network
- Deployed new SIM card configurations via OTA for seamless subscriber migrations to the Montana PCS Network
- Oversaw deployment updates to Network, SMS, Voicemail, and API Configurations
- Updated Movius Voicemail configuration to duplicate Montana PCS Voicemail System Configuration before migration
- Migrated all subscriber voicemail settings, greetings, messages, and access codes with minimal changes from the subscriber's perspective
- Collected transaction logs to verify the successful reception of OTA updates by subscriber equipment
- Analyzed daily OTA reports, investigating failed attempt cause codes and implementing necessary fixes
- Created daily KPI Statistics to track OTA attempts, successes, and failures based on subscriber MSISNs
- Collaborated with Montana PCS daily over six months until the successful completion of subscriber migration

Centennial Wireless | Network Operations & Central Equipment Systems Administrator | June 2005 – 2010 | AT&T Buyout

- Successfully completed and managed multiple multimillion-dollar projects end-to-end, meeting budgetary constraints and all milestones
- Assumed the role of Lead Engineer, overseeing vendor selection, purchasing, development, installation, testing, deployment, administration, and support
- Delivered top-level customer relations and resolutions, addressing issues across multiple platforms within organizations
- Functioned as a System Administrator for various platforms, including Voice Mail, SMSC, MMSC, Active Charge, EMA, and DBs Transaction Storage
- Proactively monitored and tracked system data, identifying future usage trends and potential impacts for future releases
- Isolated and resolved internal/external issues involving multiple servers, networks, applications, platforms, and vendors
- Identified, analyzed, and resolved complex system issues while maintaining effective communication across multiple departments and vendors
- Provided Root Cause Analysis across multiple systems and services, aiming to avoid, prevent, and lessen future system impact
- Resolved escalated issues by collaborating one-on-one with customers, vendors, engineers, field technicians, and sales representatives

Centennial Wireless | Technical Support Supervisor | April 2001 – June 2005

- Conceptualized, developed the layout, and implemented an online Trouble Ticket and Reporting Platform, replacing manually written and faxed tickets.
- Authored technical documentation and troubleshooting guides for the support team, customer service, and sales associates.
- Implemented and led training course for all onboarded employees, covering the use of the Trouble Ticket Platform and troubleshooting techniques,
- Developed a statistical spreadsheet to calculate an individual's daily activities, converting it into a measurable means for tracking performance.
- Provided one-on-one support to team members, aiding in the further development of their skills and abilities based on individual learning styles.
- Successfully conducted testing in collaboration with multiple cell phone manufacturers, ensuring seamless hardware, features, and network performance.
- Created a monthly PowerPoint for visualization of ticket counts, breakdown of issues, and overall department performance for Senior Leadership

Volunteering & Community Outreach

Animal House Sanctuary | 501c3 Nonprofit | Director | 2023 – Present

- Website Design, Administration, & Hosting | 2017 – 2023
- Board Member | 2018 – Present