Brock Krueger

krueger.brock@outlook.com | Madison, Wisconsin

Certified Scrum Product Owner (CSPO) with over 5 years of experience in tech, specializing in agile-driven development and process optimization. Known for enhancing product features, improving user satisfaction, and fostering team collaboration. Eager to apply technology and SaaS expertise to drive product innovation and growth.

WORK EXPERIENCE

Associate Product Owner January 2024 – Present

Businessolver

* Lead the prioritization of feature development, utilizing agile methodologies to align sprint planning with strategic business objectives and user needs.
* Direct monthly sprint planning sessions, balancing team capabilities with project demands to optimize delivery timelines.
* Cultivate strong relationships with stakeholders through regular communication, gathering requirements, and securing feedback on new feature ideas, driving product vision alignment and satisfaction.
* Developed and implemented a communication strategy to update stakeholders on new features and bug fixes, enhancing transparency and engagement.
* Manage JIRA user stories and epics development, improving sprint goal clarity and backlog management efficiency.
* Conduct thorough backlog refinement sessions, ensuring tasks are clearly defined, prioritized, and ready to work.
* Streamline bug prioritization, integrating fixes into sprints without workflow disruption, boosting product stability and user satisfaction.

Product Analyst January 2023 – December 2023

Businessolver

* Collaborated weekly with Research and Development teams to address system bugs and review enhancement requests.
* Created custom SQL queries in Amazon Athena to provide impact analysis of system bugs.
* Troubleshot system issues reported by users to provide next steps or determine bug severity.
* Assisted in creating and implementing a new system for bug submission into JIRA to optimize the process.

Integration Analyst July 2021 – December 2022

Businessolver

* Developed original JavaScript logic within XML file feeds to best meet requirements.
* Established FTP connections using various manners of encryption and security.
* Integrated new export file feeds on the Businessolver platform and debug existing feeds.

Implementation Analyst December 2019 – July 2021

bswift

* Developed a custom reporting process and managed a key data set of over 18,000 entries, the results of which were presented to CVS Health Leadership.
* Authored data mapping documents to synchronize values between internal and external vendor systems.
* Conducted regression testing, submitted bugs, and facilitated communication between teams on finalizing bug fixes.

Project Specialist September 2018 – December 2019

bswift

* Configured client sites and audited data, enhancing site functionality and client satisfaction through meticulous testing and feedback.

EDUCATION

Marketing and Management

Bachelor of Arts | North Central College Naperville, Illinois | 2014 – 2018