

# Douglas Darrel Kruger, MBA MEng PEng

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Canadian Citizen / New Zealand Permanent Resident (visa)

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Leader ✦ Architect ✦ Strategist ✦ Transformationalist ✦ Product Director ✦ Data Scientist

Expertise in developing and executing corporate strategies for new products and innovations, as well as implementing cost savings changes for both internal business operations and global clients. Confident communicator and leader proficient with interpersonal and client relation skills and who is recognized for initiative, decisiveness, and integrity. Technical expert abilities include enterprise architecture, programming, machine learning, big data, virtualization, and cloud technologies. Skilled Senior Project Manager at leading a multi-disciplinary team to deliver complex projects from concept to reality.

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## Education

MBA in Innovation and Entrepreneurship – University of Alberta – School of Business  
MEng in Software Engineering and Intelligent Systems / Machine Learning – University of Alberta  
BSc in Electrical Engineer in Digital Electronics and Communications – University of Alberta

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## Professional Experience

**Willowglen System Inc, Auckland, New Zealand**

**July 2017-Present**

*Willowglen Systems has supplied industrial automation technologies to industry leaders for some of the world's most demanding applications and environments. Willowglen is privately owned and based in Edmonton with under 100 employees.*

### Senior Enterprise Architect

- Architect solutions for international clients based on customer requirements
- Multi-Million dollar global projects
- Leadership role among teams of business analysts and developers
- Strong leadership as well as technical skills was required along with strong interpersonal skills as interactions spanned the junior team member to 'C' level audiences.
- Customer Management – meetings with all members from Junior staff to 'C' level

#### Selected Projects

- Ottawa LRT – primary ICS system with over 12 various subsystems, 30,000 I/O Points and 340 screens
- JFK (New York) Airport Light Rail – integrated with many subsystems

**Willowglen System Inc, Edmonton, Alberta**

**2013-Jun 2017**

### Director of Engineering

- Reporting directly to the CEO
- Leader of multiple teams (28 staff in total) – Two Software, Implementation, and IT teams
- Financially responsible for the multimillion dollar budgets for SCADACOM and Unisen products and IT division
- Strategically planned the 3 year road map for products - SCADACOM and Unisen Product Line
- Tactically managed the key features in monthly product releases based on internal and external priorities
- Business development – established positive relationships and long-term value between Willowglen and its global customers and markets.
- Managed numerous customer relationships – both locally and internationally
- Managed the IT infrastructure for the company – including weekly activities to long range planning and budgeting
- Evaluated new technology and concepts for new applications and products such as machine learning and big data
- Established a new set of processes to improve software development, testing, and implementation
- Collaborating with the software managers to build a new architectural framework for enhanced fault tolerance and improve GUI design

#### Selected Projects – Multimillion-dollar SCADA / ICS projects

- Suncor Energy – over 90 pipelines with thousands of kilometers of pipe with over 40,000 I/O points and 400+ screens
- Ottawa LRT – primary ICS system with over 12 various subsystems, 30,000 I/O Points and 340 screens
- Vancouver LRT – over 5 various subsystems
- Singapore Power and Gas – SCADA solution that controlled the nations gas pipeline system

## **Alberta Blue Cross, Edmonton, Alberta**

**2009-2013**

*Alberta Blue Cross is Alberta's leading provider of supplementary health and dental benefit plans for individuals and employer groups. Alberta Blue Cross is a not-for-profit company based in Edmonton with over 1000 employees.*

### **Manager, Technical Architecture**

- Established a Vision for the Technical Services for a scalable Highly Available Infrastructure
- Managed a core team providing key Technical Architecture and Leadership for the Technical Services group (database/server/network/desktop/middle tier teams)
- Daily interaction with the CIO – status updates, new projects and technology, etc.
- Reviewed the technical subsystems which lead to an overhaul of 90% of the infrastructure
- Planning, budgeting, and resourcing for key technical initiatives
- The key technologies for the infrastructure included Oracle - Database, Middle Tier, Identity Management, Content Management; Servers - Dell X86 and HP-UX Itanium; Cisco - Networking, Unified Communications, Contact Center; Operating Systems – Redhat Linux (under VMware vSphere), HP-UX, Windows 2003/2008 Server, Windows 7 desktop

#### **Selected Projects**

- Two New Data Centers – lead a team to architect two modern ten million dollar data centers
- Data Network Replacement – lead a technical team to select and design enterprise 10Gbit network solution with focus on security, zoning, and performance (cutting edge in 2011)
- Unified Communications – small team to select and design unified communications for 1100 business users supporting modern IP phones, video and chat with minimal business impact
- Oracle 11gR2 Enterprise Upgrade – planned the upgrade of 700 Linux servers with various Database, Middle Tier, Identity, and Content Management

## **Orion Health Ltd, Edmonton, Alberta**

**2005-2009**

*Orion Health provides web based user interfaces to capture, view and store clinical information from a variety of sources to health care providers. Orion Health is a private global company based in New Zealand.*

### **Solution / Performance Architect**

- Client engagement - gathering their business requirements for their solution.
- Architected solution and worked with implementation team to build solution.
- Performance testing and tuning of solutions to drive higher efficiencies and fast performance.
- Mentoring junior staff on software development and performance tuning practices.
- Also performed the dual role of a project manager in many of the projects to manage teams, budgets

### **IT Manager**

- Design, procure and install the IT infrastructure for the new Canada office
- Key infrastructure subsystems included servers, multiple UPS, network routers, switches, firewalls, laptops, VPN devices, and VOIP phone infrastructure.

## **Intec (formerly ADC/Saville Systems), Edmonton, Alberta**

**1997-2005**

*Intec is a provider of Business Support System (BSS) software and related services, primarily for the telecommunications industry but increasingly for customers in other industries including Financial Services, Transportation and the Government sectors. Intec is a global public company.*

### **Senior Architect**

- Build and design solutions for clients based on customer requirements
- Large projects typically lasting two years for gathering requirements, design, and implementation.
- Customer Management – meetings with all members from Junior staff to 'C' level

#### **Selected Projects**

- Tele2 – Swedish Multinational Telecom – onsite in Sweden - implementation for 23 countries
- VeriSign – Internet Security / Domain Name Provider - onsite in Washington DC
- Virgin Mobile UK / Priority / Versatel – remote support of European client

## **Willowglen System Inc., Edmonton, Alberta**

**1990-1997**

*Willowglen Systems has supplied industrial automation technologies to industry leaders for some of the world's most demanding applications and environments. Willowglen is privately owned and based in Edmonton with under 100 employees.*

### **Software Engineer**

- Design and develop real-time applications written in C, C++, PL/M, Fortran
- Database Administrator - installation, user administration, performance tuning
- Unix System Administrator - server setup, software installation, and software upgrades.

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## **References**

Available upon request