

# Cole S. Kujawa

## - EXECUTIVE SUMMARY -

Technical Program Manager with 5+ years leading cross-functional software integrations and products. Skilled at managing end-to-end lifecycles—requirements, design, deployment—while aligning business and technical teams. Experienced in building APIs, containerized applications, and developer workflows, with public repositories and published writing that demonstrate technical depth, process thinking, and the ability to translate complex systems for broader audiences.

## - TECHNICAL SKILLS -

**Languages:** Python, TypeScript, JavaScript, Ruby, PHP, Golang, SQL, HTML/CSS, Bash, Powershell, Assembly, VisualBasic, C, C++, JAVA, if you've made it this far, languages aren't an issue.

**Frameworks / Environments:** Laravel, Ruby on Rails, Streamlit, API-driven development, containerized microservices, Docker/Docker-Compose, self-hosted platforms

**DevOps / Infrastructure:** Container orchestration, hybrid bare-metal/cloud deployment, CI/CD automation, modular integration design

**Practices:** Agile (Scrum/Kanban), SDLC management, risk/dependency analysis, stakeholder translation, documentation/playbook creation

## - RELEVANT COURSEWORK -

- |  |                           |                                     |
|--|---------------------------|-------------------------------------|
| ● Programming Fundamentals I & II      | ● Web Design Fundamentals | ● Database Concepts                 |
| ● Data Structures (In JAVA)            | ● Java Programming I      | ● Fundamentals Of Networking        |
| ● Machine Org./Assembly Language       | ● C++ & OOP               | ● Administering Windows Servers     |
| ● Application Implementation           | ● Android Development     | ● Network Design Associate          |
| ● Network Web Services                 | ● Cloud Technologies      | ● Windows Server Configuration      |
| ● Global Network Architecture & Design | ● Unix Networking         | ● Project Planning & Implementation |

## - EDUCATION -

Associate of Science in Computer Science - Emphasis In Software Development (Palomar College)

Bachelor's of Science in Information Technology (University of Phoenix)

## - CERTIFICATIONS -

Agile Certified Product Owner/Product Manager (AIPMM)

CompTIA ITF+ and A+, 2020

AWS Certified Cloud Practitioner, 2022

Prompt Engineering for LLMs, 2023 (Maven)

## - WORK HISTORY -

### **KnowBe4 - July 2022 - PRESENT**

TECHNICAL PROGRAM MANAGER, CLEARWATER (REMOTE,) FL

Manage complex technical projects, lead multiple cross-functional teams, and drive product development from inception to delivery. Ensure alignment with business goals and technical requirements. Develop detailed project plans, including timelines, milestones, and resource allocation. Coordinate with third-party vendors and contractors to integrate external solutions and services. Manage end-to-end program lifecycle for software development projects, from requirements gathering to deployment. Lead the planning and execution of multiple concurrent projects, ensuring on-time delivery and adherence to budget constraints. Coordinate with engineering, product management, automated test engineers, and QA teams to define project scopes, timelines, and deliverables. Implemented Agile methodologies. Facilitate communication and collaboration among stakeholders, including senior leadership, to ensure project goals align with business objectives. Oversaw project teams of up to 15 members, ensuring effective communication and coordination across departments. Utilized project management tools (JIRA, Trello) to track progress and report on project status to stakeholders. Developed comprehensive project documentation, including requirements specifications, project plans, and status reports.

All these tasks require:

- Project management skills
- Cross-functional team leadership
- Agile methodologies implementation

### **LightSpeed Voice - December 2019 - July 2022**

PRODUCT COORDINATOR, NOKOMIS, FL

Facilitate the execution of the product strategy and roadmap from gathering requirements to sunseting applications and features, including documentation and training for employees and users. Build effective customer & partner relationships, target emerging markets and the needs of customers derived from capability gap analysis and cost effective solutions. Utilize GitHub to manage new feature requests and bugs, prioritize and plan sprints/releases across the product portfolio, manage User Group communications and meetings. Work with 3rd party companies to plan API needs, document new APIs, and act as a resource to companies during implementation of integrations. Research potential integration partners, provide product demos and in-depth information regarding design and infrastructure, document integration functionality, and inform internal employees on marketing, support, and overall design of integrations. All these tasks require:

- Strong presentation skills
- Exceptional strategy development
- Comprehensive understanding of the market and competition

## **LightSpeed Voice - March 2019 - December 2019**

CLIENT SUCCESS TEAM LEAD, NOKOMIS, FL

Organize technical support team to address wide-spread customer issues, keep ticket volume low, and manage call volume. Schedule technical support meetings, attend developer meetings for different development teams. Developed and managed methods for tracking call and ticket statistics, as well as feature requests and development progress. Organized and hosted user panels for developing rapport, features, and discussing customer concerns. Interfaced with all departments to ensure company wide goals were achieved. All these tasks require:

- Knowledge to develop an understanding between customers and developers
- Skills to organize and plan solutions for individuals, offices, and team members
- Ability to lead a team

## **LightSpeed Voice - May 2018 - March 2019**

CLIENT SUCCESS TECHNICIAN, NOKOMIS, FL

For individual (home office) and enterprise level networks, assist with installation, configuration, and troubleshooting of hardware and software from ISP to IP Phone. Manage web applications and services running on Linux virtual machines hosted in a private cloud. Assist with configuration, training, and troubleshooting of web applications utilized to manage individual and whole office VOIP systems. Handle all troubleshooting and training calls in a timely manner while meeting company expectations for customer service and problem resolution. Document on-going issues in ticketing system to track testing, potential resolutions, and ensure that customer's issues get resolved. Host live training webinars with customers and a QA panel at the end for web applications. All these tasks require:

- Extensive knowledge of network troubleshooting, topology, and layers
- Excellent customer service skills
- Advanced problem solving to develop solutions for customers