

# TRICIA KRUEGER

SOLUTIONS SPECIALIST

## CONTACT

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## EDUCATION

January 2023 - May 2025

### ARIZONA STATE UNIVERSITY

Bachelor of Science  
Technical Communications (UX/UI)  
Current GPA: 3.98 (*summa cum laude*)

2003 - 2005

### WAYNE STATE UNIVERSITY

Bachelor of Science  
Design and Merchandising

## SKILLS

- **GDS:** Travelport  
Worldspan/SmartPoint Galileo
- **Microsoft 365:** Word, Excel, PPT, Outlook, Teams, SharePoint, One Drive
- **Cloud Platforms:** One Drive, Grasp Cloud
- **Travel Tech Trends:** AI, IoT, VR/AR
- **Mobile App GDS Integration**
- **SAP Concur:** Implementation & Support
- **Travel Industry Programs:** Trams, Agency Technology, Travelport Smartpoint Galileo, Grasp Suite, Magnatech, Confirma, TripView, Umbrella Travel Technology, Ibank (ICQX) SAP Concur.

## OTHER

- Google UX Design Professional Certificate:
  - Empathize, Define, Ideate
  - Foundations of User Experience (UX) Design
- Deep Learning Certificate
  - Artificial Intelligence

## PROFILE SUMMARY

Dynamic and detail-oriented Solutions Specialist with extensive experience in optimizing corporate travel booking systems such as Concur, Trams, Umbrella, Confirma, Agency Technology, Magnatech, Grasp Suite, and GDS (Travelport/Galileo). Demonstrated success in providing technical administration, escalation support, and tailored travel solutions to enhance operational efficiency. Adept in technology consulting and project management, consistently aligning solutions with client needs for customized implementations. A skilled communicator with a strong background in delivering training and consulting services. Driven by passion for innovation, constantly seeking cutting-edge tech solutions to streamline travel agency operations and elevate customer experience. Eager to apply expertise in a dynamic, forward-thinking role within the travel tech industry.

## WORK EXPERIENCE

### Travel Leaders Troy

Solution Specialist

2009-PRESENT

- Implement and support back-office programs, including Agency Technology, SAP Concur, Travelport Smartpoint Galileo, Grasp Suite, Magnatech, Confirma Software, Umbrella Travel Technology, Ibank (ICQX), TripView, and Trams/Client Base.
- Provide technical support and troubleshoot travel and non-travel applications for internal and external stakeholders.
- Develop user manuals, training materials, and process documentation for both internal teams and external clients.
- Collaborate with cross-functional teams to identify pain points and resolve technical issues.
- Successfully implement Concur for new corporate accounts, managing configuration, training, and ongoing support.
- Direct and execute company-wide cloud-based storage solutions, enhancing agent productivity and improving data transfer efficiency.
- Manage system consolidation efforts across the company, resulting in streamlined workflows and significant cost savings.
- Conduct training sessions for internal teams and clients, ensuring deep understanding of travel technology systems and best practices.

### Productions Plus, Inc

Wardrobe Assistant - Automotive Division

2004 - 2009

- Led cross-functional teams to develop cohesive wardrobe strategies that effectively aligned with brand identities and client objectives.
- Conducted thorough user research to define event themes, brand images, and target audiences, ensuring wardrobe selections aligned with client expectations
- Effectively managed stakeholder relationships by actively listening to and addressing their concerns, resulting in successful wardrobe collaborations.
- Proactively identified and resolved wardrobe-related issues during high-pressure events, showcasing exceptional problem-solving skills.
- Implemented a robust inventory management system to track wardrobe items, ensuring efficient organization and seamless user experience
- Managed wardrobe budgets effectively, optimizing costs demonstrating strong financial acumen.