

# CYNDEE KRAIGER

Focused, pragmatic leader

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## EXPERIENCE

### Partner, Leadership Coach

#### M-Power Coaching

June 2012 - ongoing Bellevue, WA

Professional Coaching and Career Development

- Intuitive and dedicated leadership coach bringing 25+ years of business experience and people development to clients
- Specializing in leadership transformation, management development and team building

### Microsoft

#### General Manager and Senior Operations Professional

1984 - 2012 Redmond, WA

- Led a matrix organization of 180 Operations professionals managing the logistics of worldwide product launches while developing a flexible product release infrastructure
- Built and led team of ten eCommerce professionals launching the Windows 8 electronic software download experience. Responsible for compliance and vendor management of eCommerce operations.
- Developed and led Operations Division Diversity Initiative resulting in an increase in diversity measurements
- Established Business Operations team, developed strategic planning cycle and created a more efficient recruiting process
- Created Marketing Operations organization streamlining the product release process between Marketing and the Operations Division

## CERTIFICATIONS

#### Master Practitioner, Neuro-Linguistic Programming

NLP California Institute, 2016

#### Myers-Briggs Certified Professional

Personality Typing, CPP 2006

## STRENGTHS

### ★ Intuitive

Instills brilliant moments of clarity in otherwise complicated situations

### ★ Pragmatic

Finds practical ways to deliver results with an astute understanding of business politics

### ★ Strategic

Looks at the big picture and how all the pieces fit together to develop a strategic approach to any issue

## EDUCATION

### BA Computer Science

Pacific Lutheran University

### BA Economics

Pacific Lutheran University

## COACHING CLIENT

*"For the record, this is the best investment I've ever made in my career. I mean it. :-) Thank you"*

Patrick Neeman-Director User Experience Aptio