

# Shaun David Andruchuk

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## SUMMARY

AI Enablement and Program Operations leader with experience at Fortune 50 telecommunications scale, including Verizon operations support, adoption strategy, and cross-functional project ownership. Skilled in workflow optimization, KPI and metrics development, and data-driven program design. Recognized for leading training initiatives, aligning stakeholders, delivering executive-facing reporting, and building automation-enabled systems that accelerate adoption of emerging technology.

## SIGNATURE SKILLS

AI Enablement | Program & Project Leadership | Partner & Vendor Engagement | KPI & Metrics Design | Governance & Reporting | Workflow & Process Design | Adoption Strategy | Trend Analysis | Executive Communication | Training & Onboarding Systems | Knowledge Video Series | Dashboard Insights | Automation-Driven Delivery | Customer Success | Technical Storytelling | Root Cause Analysis

## ROLES & IMPACT

### **Change Enablement, Insights, & AI Program & Project Manager Legal & Security - Verizon | 2025 - Present**

Led AI-enabled program operations, innovation, and project delivery across Legal and Security teams, managing cross-functional initiatives and external platform partnerships. Designed and delivered technical training modules, courses, and tutorial video series to help translate emerging technology into structured adoption paths for US-based and International teams. Owned rollout planning, vendor collaboration, and governance dashboards, aligning stakeholders at every phase. Hosted a centralized training repository and synthesized trend and focus-group insights into actionable improvements measured through executive-facing KPIs and reporting.

### **Supervisor Executive Relations - Verizon | 2024 - 2025**

Led Sr. Analysts handling complex, sensitive escalations requiring cross-functional coordination across Legal, Security, Finance, and Sales. Built reporting decks, performance analyses, and trend insights for executive leadership. Implemented process improvements, workflow standardization, and team-wide skill development programs. Professional and performance mentorship.

### **Experience Champion Sr. Analyst Executive Relations - Verizon | 2023-2024**

Resolved high-impact customer escalations through cross-system diagnostics and structured root cause analysis. Authored detailed resolution summaries and formal case responses to agencies including the BBB, FCC, and State Attorney General offices, ensuring compliance, accuracy, and policy-aligned remediation. Built automated Slack workflows that reduced escalation handling time by up to 85%. Contributed to policy enhancements on the steering committee and produced

internal documentation, cross-team communication plans, and durable knowledge bases to support customer outcomes and operational improvements.

### **Acting Customer Service Supervisor - Verizon | 2022**

Led, motivated and elevated team performance by coaching talent, shaping operating rhythms, and driving accountability. Motivated teams through consistent daily ‘Connects’ and structured training reinforcing policy mastery and execution confidence. Strengthened performance through targeted 1:1 coaching, performance diagnostics, and iterative workflow support that improved engagement, decision quality, and operational alignment. Known for cultivating high-trust teams that deliver with clarity, discipline, and measurable impact.

### **Customer Service Representative - Verizon | 2020–2023**

Provided technical troubleshooting, billing resolution, and customer support. - Created training tools and knowledge resources to improve frontline performance. Team Engagement Champion.

### **Touring Production Manager & Backline Technician - Entertainment Industry | 2012–2020**

Led live event logistics and technical production for national and international tours, coordinating on-site crew, venue staff, and volunteer teams to deliver seamless artist and show support. Managed technical repairs and maintenance of instruments, FOH/monitor packages, electronics, and sound systems, ensuring reliability, uptime, and performance under live deadlines. Built and directed teams of local crew and volunteers, aligning responsibilities, troubleshooting live issues, and maintaining production systems with precision.

## **CONTINUED TRAINING**

Camtasia Certified | Intro to Artificial Intelligence | Verizon Internal GenAI 101 / 201 / Bronze Badge / Silver Badge | Listening Skills | Lean Thinking (VLSS) | Ongoing coursework in AI | Intro to SmartSheets Certification |

## **SOFTWARES & SYSTEMS**

Wide systems fluency with strength in cross-platform interoperability spanning AI, cloud-native environments, analytics, and creative production ecosystems. Demonstrated ability to ideate, adopt, and operate unfamiliar platforms independently, without overstating recency or specialization. Experienced in connecting technical and operational needs to scalable tooling, structured adoption, insight synthesis, and executive-facing delivery. Comfortable working across evolving ecosystems while maintaining practical focus on usability, governance, metrics, and real-world outcomes.

- **Generative AI:** ChatGPT | Google Gemini | NotebookLM | Harvey AI | Custom GPT development
- **Productivity / SaaS:** Google Workspace | Microsoft 365 | Slack / Slack Workflows | Smartsheets | Google Sites | Knowledge repositories
- **Analytics & Metrics:** Tableau | Qlik | Grafana | KPI governance & reporting
- **Creative & Post Production:** Adobe CC | Camtasia | Final Cut Pro / Logic Pro | DaVinci Resolve (color/video editor) | Reaper (audio DAW)