

Contact

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Top Skills

Technical Delivery Management

Entrepreneurship

startup

Languages

English

Certifications

What Is Generative AI?

Try Git

Intrapreneurship Academy (IA)- Pilot Class Alumn

Honors-Awards

Devry Dean's List Fall 2012

Devry Dean's List Fall 2014

Charter-Manager Leadership Development Program

WOC-Stem 2011 Stem Rising Star Recipient

The Cable Center - Leadership Intrapreneurship Academy

Publications

On Becoming an Intrapreneur

Spectrum's Katina Krittenen on Intrapreneurship 5 Steps to Develop Your Leadership Mindset

Katina Krittenen, MBA

Strategic Technology Delivery Leader| Cloud Cost Optimizer| Idea Developer & Strategist| NAMIC -Denver Board Member |MBA| Member of Chief

Denver Metropolitan Area

Summary

At Spectrum, my leadership in developing back-end software has been pivotal in advancing our TV App and XUMO platform, leveraging agile methodologies and cloud technologies to ensure scalable and reliable services. With a commitment to strategic innovation, I've overseen the integration of cloud-based solutions, enhancing cloud operational efficiency and fostering a culture of continuous improvement.

Serving as the Board Treasurer for NAMIC-Denver, I contribute my financial acumen to guiding the chapter's fiscal responsibilities and supporting fundraising initiatives. Our team thrives on a shared dedication to inclusive financial stewardship and community engagement, aligning with my professional ethos of integrity and collaboration in all facets of technical and financial leadership.

Experience

NAMIC-Denver

5 years 1 month

President

January 2025 - Present (3 months)

Colorado, United States

In this role, I am dedicated to providing thoughtful leadership and a clear vision to drive NAMIC Denver's strategic plan, staying true to our mission and values. My focus is on shaping programs that not only make a measurable impact but also bring real value to our members and the broader community.

Beyond guiding strategy, I am committed to working with the board to ensure sound financial stewardship, helping us achieve our chapter's goals while meeting the needs of those we serve. I prioritize building strong, collaborative relationships with the board and staff, providing timely updates, sharing actionable recommendations, and partnering with the Board to create

governance policies, set priorities, and ensure we operate with integrity and purpose.

Board Treasurer

March 2020 - January 2025 (4 years 11 months)

Denver, Colorado, United States

Current Board Treasurer for Namic -Denver, responsible for the day-to-day fiduciary operations for the Denver Chapter.

Financial Management of financial affairs of P/L statements and cash flow management, budgets, and financial reporting.

Serves as financial Liaison in Partnership with the Board fundraising activities and chapter events.

Serves as financial Liaison

- Works in Partnership with the Boarding fundraising activities and chapter events.

Spectrum

15 years 5 months

Sr. Director of Video Software Development

November 2009 - Present (15 years 5 months)

Greenwood village , Colorado 80011

Strategic Technical Thought Leader: I Lead the Backend Services

Development in creating enterprise software development at scale that supports Spectrum's TV App and the platform XUMO experience.

-Leads software development teams, including contractor personnel, developing Backend microservices from end to end leveraging cloud-based technologies (On-premises and AWS).

-Leads the implementation of Software Delivery methodologies to improve flow, embedding continuous improvement and creating a predictable inclusive delivery culture of all software services.

- Leads Software framework innovation initiatives that focus on reducing costs, service reliability, application architecture development security, and Continuous Integration and Delivery

-Develop key Outcomes and Delivery Metrics for the Software Development organization to drive organizational improvements.

-Serving as the Video Enterprise Resilience Portfolio Technical Lead for program initiatives to develop resilient, secure, and scalable software, including portfolio management and ownership.

Director Of Software Development- Metadata and Content Curation

February 2020 - November 2020 (10 months)

Leading and supporting metadata and content curation development for Charter Communications' Spectrum Guide product.

Oversight of Software Design, Solution, and delivery for Spectrum Guide project initiatives within Software Engineering.

Led three software development teams, including a staff of twenty 20+ full-time and contractors developing Backend services at scale.

Led strategic delivery of solution documentation of Architecture data flows, technical feature requirements, test, and environmental planning.

Director of Software Development and Delivery

November 2018 - February 2020 (1 year 4 months)

Greenwood Village, Colorado

Oversight of Software Design, Solution, and delivery for Spectrum Guide project initiatives within Software Engineering by providing strategic delivery of solution documentation of Architecture data flows, technical feature requirements, test, and environment planning which enables and supports Charter's business objectives to deliver products with quality and value to their customers.

Extensive advocate of driving innovation and Software Development Leadership through the facilitation and adaptation of innovation practices.

Proven ability to lead multiple projects and development teams while meeting strategic initiatives in support of Charter value-add products and services.

Strong Leadership in Software development life cycle from concept, design solution and delivery.

Strong working knowledge of metric development and reporting key objectives and results to drive improvement changes and velocity to market.

Strong strategic planning of organizational management activities to set project roadmaps, priorities and direction that strengthens collaboration and communication in support of common goals and results.

Strong ability to communicate to all levels of the organizations through public speaking for domain specific and general audience.

Management Oversight

Responsible for the direction of 15-person staff in of Design and Solution artifacts to enable Spectrum Guide Features.

- o Responsible for providing performance feedback and career pathing of technology professionals to include coaching, mentoring and team building.
- o Management of 3rd Party vendor relationship for joint development and staff augmentation efforts, to include budget and approval activities

Director Of Software Development

February 2018 - November 2018 (10 months)

Broomfield, Colorado

Responsible for the development of Video Back Office application and microservices for Guide support over QAM/Docsis and Cloud Technologies.

Managed and Lead a team of 20 developers, Release managers and Development Testers for an application built on Java and Maven Technologies.

- o Led a 20+ Agile Software Development Teams in developing and releasing code in support of maintaining software development applications and Business feature implementations.
- o Provided Strategic technical roadmap direction for development and technical debt activities in support of Enterprise-level Architecture and Product initiatives

Managing Principal Engineer, Software Development Test

November 2015 - January 2018 (2 years 3 months)

Broomfield

Responsible for strategic development & testing initiatives for test automation and quality in support of Video BackOffice Systems, Over The Top (OTT), and clients (IP and Legacy - Linear, Video OnDemand VOD, Feature implementations.

Led three software development teams, including a staff of fifteen (15) full-time and contractors developing Backend services at scale.

Senior Engineer-Billing Systems-ATG Time Warner Cable

November 2009 - October 2015 (6 years)

Broomfield Colorado

Senior Engineer Development Test and Billing system SME.

Specialties: Technical analysis of back systems to include, application server, headend servers and billing servers for testing, trouble shooting, project management and coordination, billing and provisioning flow through processes and procedures for backend MSO systems.

Skilled in managing complex tasks and projects.

Served as interim supervisor(non managerial role) for contracted billing personnel for adhoc for internal billing projects.

Skilled in head end and backoffice configuration as it relates to headend and billing operations.

Skilled in software development process and requirements from a development QA perspective.

Knowledgeable and practicing Agile development tester.

Skilled in writing acceptance criteria, bug writing, in jira, bugzilla and QTP.

Skilled in writing requirements and proposal documentation for development test.

Skilled in unix, and shell practices.

Intermediate user of python, groovy and java scripting languages.

Chief

Chief Member

January 2024 - Present (1 year 3 months)

Time Warner Cable/Advanced Technology Group-West

Senior Engineer -Billing Systems Consultant- Organic People

2006 - November 2009 (3 years)

Senior Engineer Development Test and Billing system SME.

Specialties: Technical analysis of back systems to include, application server, headend servers and billing servers for testing, trouble shooting, project management and coordination, billing and provisioning flow through processes and procedures for backend MSO systems.

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Intermediate user of python and java script languages.

BusinessEdge Solutions

1 year 6 months

Business Systems Consultant

February 2006 - August 2006 (7 months)

Network QE Test Project Manager

As Network QE Test Project Manager, Lead a team of four consultants for network QE testing, consulted on Network testing, integration, and project initiatives for major wireless service provider deploying WiFi services.

Business Systems Consultant

March 2005 - February 2006 (1 year)

Project: Comcast Digital Voice Testing

Test Lead - VoIP Billing Subject Matter Expert

As Test Lead for prominent Cable provider of broadband services for VoIP Provisioning testing project, designed and executed VoIP provisioning test scenarios and test scripts for thorough test of the clients Provisioning architecture from multiple entrance criterions

§ Provided Order Entry expertise on VoIP features for upcoming deployments and new releases from various entrance criterions and exit criterions, to include

Bradsby Group

Independent Consultant -Billing Specialist

April 2005 - September 2005 (6 months)

Project: Cendant Telecom Audit and Billing

Telecom Audit Manager/Lead

Directly reported to director of Revenue assurance for major consumer services company: to provide detail audit and analysis of Telecom Billing invoices from variety of vendors.

Independent Business systems Consultant

Independent Business systems Consultant

September 2004 - March 2005 (7 months)

Project: Susquehanna Corporate Cable Billing System Conversion

Voice Business System Conversion Project Manager/Lead

As Project Manger for Billing System conversion of 50,000+ circuit switch subscribers for a major Telecom Broadband provider, lead and orchestrated system billing system conversion of telecom services.

RCN

Billing Manager

July 2000 - November 2003 (3 years 5 months)

Telephony Database Manager

As Telephony Database Manger for a Major Telecom provider, maintain daily operations of billing operations activities, as well as serving as billing conversion(s) and migration(s) lead, by providing technical ownership and expertise of billing platform conversions from platform to platform.

Nextel Partners

Billing Specialist

February 2003 - April 2003 (3 months)

Project: Nextel Push-To-Talk Billing Initiative

Senior Billing Analyst Lead

Served as Senior Billing Analyst/liaison for a major telecom wireless provider for revenue assurance organization; in regards to new products and services implemented into the billing system for billing

Covad Communications

Bill Verification Analyst

December 1999 - June 2000 (7 months)

Bill Verification Analyst

§ Generate and maintain tracking and expense reports to include trending and analysis.

§ Verify static and variable electronic data elements with use of validation tools.

§ Adjudicate electronic billing claims and maintain vendor relations with CLECs and RBOCs

§ Work in conjunction with Provisioning to ensure loops and circuits were accurately recorded and verifiable; to include install dates, change of service, and disconnects requests for billing accuracy per revenue assurance

Echostar

Billing Analyst

December 1998 - November 1999 (1 year)

Motorola Semiconductor
Assistant Supervisor
December 1993 - July 1998 (4 years 8 months)

Education

Keller Graduate School of Management of DeVry University
Master of Business Administration - MBA, Business Administration and
Management, General · (2021 - June 2024)

Keller Graduate School of Management of DeVry University
Graduate Certificate of Entrepreneurship, Entrepreneurial Studies · (July
2021 - November 2022)

University of Virginia Darden School of Business
Executive Development Leadership Program for rising leaders in Media and
Communications industry. · (2019 - 2020)

DeVry University-Illinois
Bachelor's Multimedia Design and Development- Graduate, Multimedia
Design & Technology · (2012 - 2015)

Kaplan Unveristy
Business, e-Business, Business systems · (2009 - 2011)