

Alex Tripp

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Results-driven IT and software product manager with a track record of optimizing product performance and team efficiency. Strong focus on mentoring, leadership development, collaboration, and data-driven decision-making.

WORK EXPERIENCE

Sr. Product Manager – IT Systems Health • 05/2023 – Present

Ameriprise Financial

- Led the strategic planning and development of Ameriprise's alert correlation rollout that decreased incidents 40%, optimizing response efficiency.
- Developed a data-driven approach in event management governance, delivering in-depth analyses of IT systems health, and strategic insights to senior leadership.
- Led prioritization of product enhancements and defects, balancing immediate business needs with long-term operational improvements aligned to business outcomes.
- Collaborated with cross-functional teams to align Event Management practices within Monitoring, CMDB, ITSM, and Infrastructure spaces, enhancing IT systems health and visibility.

Group Product Manager • 05/2022 – 05/2023

Insight Enterprises

- Led high-performance team of four product owners by shaping their professional growth and career advancement.
- Drove organization-wide adoption of Agile processes and Microsoft DevOps tools, significantly improving product operations efficiency and team collaboration.
- Directed 6-month migration to ServiceNow, transitioning Infrastructure Managed Services, and support offerings to a unified global platform reducing costs by 50% in 6 months.

Product Management Lead • 03/2020 – 05/2022

Insight Enterprises

- Crafted extensive internal platform roadmap for twelve diverse products, offering pivotal insights that guided strategic decisions of senior management.
- Drove continuous improvement and innovation across platform services to enhance user experience and operational efficiency.
- Revamped the Agile/Scrum framework per ScrumGuides.org, increasing overall process adoption by 40% in 6 months.

Software Development Team Lead • 06/2019 – 03/2020

Insight Enterprises

- Led a team of 2 software engineers to drive a 90% decrease in incidents, improving overall service reliability and customer satisfaction.
- Orchestrated the seamless transition of our client monitoring platform from Zenoss to ScienceLogic, realizing considerable cost efficiencies for the organization.

ServiceNow Software Engineer • 06/2017 – 06/2019

Insight Enterprises

- Implemented strategic code enhancements to minimize alert volume and incident generation, thereby streamlining Managed Services operations.
- Achieved cost savings averaging \$50,000/year for multiple implementations through targeted code optimization.

Senior Technical Support Engineer • 01/2014 – 06/2017

Insight Enterprises

Technical Support Engineer • 11/2012 – 01/2014

Insight Enterprises

Network Administrator • 11/2011 – 11/2012

Corporate Technologies

Network Administrator • 05/2011 – 11/2011

J & R Schugel Trucking

EDUCATION

Bachelor of Science in Information Technology/Electronic Engineering Technology

Minnesota State University Mankato, 2010

CERTIFICATIONS

Certified Professional Scrum Product Owner 1 (PSPO1)

Scrum.org

Certified Professional Scrum Master

Scrum.org

Certified Professional Agile Leadership

Scrum.org

SKILLS

Agile Methodologies, API Integrations, Collaboration, Confluence, Continuous Improvement, Cross-Functional Collaboration, Data Analysis & Interpretation, Data-Driven Decision-Making, Digital Transformation, IT, Jira, Leadership Development, Mentoring, Microsoft DevOps, Optimizing Product Performance, Process Optimization, Product Management, Product Operations, Product Optimization, Product Roadmapping, Project Management, Scrum, ServiceNow, ServiceNow Event Management, Software Development, Software Product Management, Stakeholder Relationships, Strategy Planning, System Migrations, Team Building & Leadership, Team Efficiency