

Alex Tripp

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Strategic and empathetic product and IT leader with 10+ years of experience scaling enterprise solutions, leading cross-functional product organizations, and creating high-performance environments where technical teams can do their best work. Proven success in driving global technology strategies, mentoring high-performing teams, and delivering measurable impact on customer experience, cost optimization, and systems reliability. Strong blend of business acumen, technical depth, and executive communication.

WORK EXPERIENCE

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

Ameriprise Financial

- Spearheaded alert correlation strategy, achieving a 40% reduction in incidents and significantly improving system resilience and response time.
- Instituted enterprise event management governance, producing actionable, data-driven insights that informed technology investment decisions at the executive level.
- Balanced tactical fixes with long-term strategic product enhancements, aligning roadmaps to business KPIs and operational maturity goals.
- Strengthened cross-functional communication across Monitoring, CMDB, ITSM, and Infrastructure to increase visibility and system health transparency.

Group Product Manager • 05/2022 – 05/2023

Insight Enterprises

- Led and mentored a team of four product owners, accelerating their growth and aligning career paths with business needs.
- Championed Agile adoption and Microsoft DevOps integration, improving delivery velocity and stakeholder collaboration across business units.
- Directed the global migration to ServiceNow for infrastructure managed services, reducing operational costs by 50% within six months.

Product Management Lead • 03/2020 – 05/2022

Insight Enterprises

- Developed and owned a strategic roadmap for 12 enterprise platform products, supporting internal operations and partner ecosystems.
- Orchestrated continuous innovation initiatives that improved user experience and operational efficiency across technology teams.

- Reengineered Agile/Scrum practices to align with industry standards, boosting team adoption by 40% in under six months.

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

Insight Enterprises

- Led a team of engineers to modernize client monitoring systems, reducing incident volume by 90% and enhancing platform reliability.
- Oversaw migration from Zenoss to ScienceLogic, unlocking cost savings and improving system observability.

ServiceNow Software Engineer • 06/2017 – 06/2019

Insight Enterprises

- Engineered ServiceNow enhancements that cut alert noise and streamlined incident resolution processes across global clients.
- Delivered code optimizations that resulted in \$50K+ annual cost savings per implementation.

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 (PSP01)

Scrum.org

Certified Professional Scrum Master

Scrum.org

Certified Professional Agile Leadership

Scrum.org

SKILLS

Product Leadership | ServiceNow Strategy | Agile & Scrum Transformation | IT Operations | Platform Modernization | DevOps Integration | Strategic Roadmapping | Stakeholder Management | Team Development | Data-Driven Decision Making | System Monitoring | Cross-Functional Collaboration