

Alex Hennen

Senior Manager

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People-first manager with 20 years of delivering timely and cost effective solutions in diverse industries such as SaS, eCommerce and FinTech.

Highly adaptable and self-driving problem solver with the ability to communicate effectively and inspire success.

EXPERIENCE

Manager, TransUnion

April 2013 – Present

- End-to-end management of a diverse portfolio of big data products with a combined revenue of 14MM
- Lead as a Product Owner for multiple remote DevOps teams utilizing Agile methodologies including Scrum and Kanban
- Create and prioritize user stories using Rally and Jira
- Review completed work to ensure the definition of done is met while advocating for a superior user experience for both external and internal clients
- Design product roadmaps that encompass business goals, brand/value proposition and stakeholder input
- Facilitate departmental meetings between leadership, sales and developers
- Spearhead time-sensitive financial operations for the ART including the creation of AFEs, the facilitation of audits and the oversight of timekeeping in Clarity
- Orchestrate a successful pilot program to identify and remediate security vulnerabilities using Checkmarx, Rapid7 and Kenna (now Cisco Vulnerability Management)
- Respond to fast-changing regulatory requirements involving privacy and data security including CCPA, CDPA, CPA, GLBA, HIPPA and PCI DSS, SOX and UCPA
- Create and maintain internal and external technical documentation
- Supervise data fabrication and data contract maintenance
- Apply SQL queries to research features and validate product functionality

Lead Designer, PlaidWorld Studios**April 2013 – Present**

- Develop original IP in the casual game space for iOS, Android, PC and Nintendo Wii
- Create in-game art, level designs and sound effects
- Guerrilla marketing

User Experience Designer, LiveEdit**February 2012 – April 2013**

- Drove a small team of developers and designers to do big things while overcoming resource limitations and business constraints
- Defined user experience best practices and approaches for the functionality of a SaS website management tool
- Created wireframes, mockups and functional designs for a proprietary content management system and marketing platform
- Created strategies for mobile websites and user interactions to maximize the value of our client's websites
- Documented software functionality through a library of robust and friendly user-end training documentation
- Conducted usability testing and SEO analysis
- Managed third-party software integrations for eCommerce and fitness studio management

Webmaster, Creative Memories**June 2008 – February 2012**

- Ensured online systems are available, meeting performance expectations and meet security requirements
- Created and develop relationships between departments, ensuring smooth coordination and open communication in an atmosphere of trust
- Troubleshoot system outages and critical bugs
- Continually gathered user input and crafted goal-oriented solutions based on stakeholder feedback
- Recommend future-state technology
- Updated time-critical content throughout Creative Memories web offerings, including support of international markets
- Created and maintained training material for mission-critical tasks
- Trained co-workers in best practices, web technology and the use of custom and commercial applications
- Utilized CSS to maximize consistency, user acceptability and compliance
- Oversaw website analytics and search engine optimization

Project Manager, Smart-Site**2006 - June 2008**

- Oversaw projects from inception to completion while adhering to aggressive deadlines
- Coordinated the efforts of programmers, designers and content providers
- Trained clients in the use of proprietary software
- Developed marketing materials and oversaw campaigns

EDUCATION**St. Cloud Technical and Community College, St. Cloud, MN**

Associate of Applied Science, Marketing and Design

VOLUNTEERING**Great River Regional Chorale**

President of the Board of Directors, 6/2018 - 6/2020

Vice President of the Board of Directors, 4/2015 - 6/2018

Member of the Board of Directors, 1/2015 - 4/2015

CERTIFICATIONS**Project Management Professional (PMP) Certification**

In progress