

ANDREW MARKOWITZ

Technical Product & Solutions Leader

PROFILE

Technical Product Leader who bridges customers, engineering, and business to transform complex technical challenges into scalable enterprise products. Passionate about simplifying operational complexity through AI, automation, and customer-driven product strategy while delivering measurable customer and business outcomes.

ATTRIBUTES

- Customer-Centered Problem Solving
- Technical & Business Translation
- Strategic Product Thinking
- Cross-Functional Leadership
- Systems Thinking
- Technical Leadership

EDUCATION

- MBA
- B.S., Business Information Systems
- MIT Sloan/CSAIL
AI: Implications for Business Strategy

RESULTS

Leading development of a machine learning and RAG-based analytics platform projected to improve customer operational efficiency by 41% through AI-driven business insights.

Drove 20% FY2020 revenue growth by delivering three major product initiatives, including a cloud-native platform, AIOps capabilities, and Digital Experience Monitoring.

99% customer retention during 3-year tenure as Netroo Product Manager.

Accelerated customer adoption by 29% through the successful release of Netroo's flagship application server.

Increased monthly customer engagement by 19% by designing and launching an in-product onboarding experience.

Reduced service disconnect requests by 33% through workflow automation within Nitel's ticketing platform.

CAPABILITIES

 CUSTOMER INSIGHTS Voice of Customer Customer Discovery User Research Journey Mapping Market Analysis	 PRODUCT EXECUTION Prioritization Requirements Definition Product Launches Adoption Strategy Success Metrics
 PRODUCT STRATEGY Product Vision Roadmapping Data-Driven Decision Making Business Cases Competitive Analysis	 CROSS-FUNCTIONAL LEADERSHIP Stakeholder Alignment Executive Communication Engineering Collaboration Sales Collaboration Strategic Influence

EXPERIENCE

AREA	ROLES – COMPANY	PERIOD
Product Management	Sr. Product Manager – Comcast Business Principal Product Manager – OpenNMS Technical Product Manager – Netroo	Mar. '19 – Present
Sales Engineering	Sr. Solutions Engineer – Netroo	Mar. '16 – May '19
IT & Operations	Professional Services Manager – Netroo Sr. Ops Engineer – Netroo IT Programmer – Laptops 4 Less Lead Systems Admin – ClariNet	Jan. '98 – May '16

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