

Alex Clowers

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Summary

Release & Program Manager with 10+ years of experience in release management and change management. Manages enterprise-scale releases across DevOps, infrastructure, and application environments. Develops and enforces change policies and procedures to meet regulatory and audit requirements. Facilitates CAB and eCAB meetings, integrates change processes into Agile and waterfall delivery frameworks, and embeds governance into CI/CD pipelines. Proficient with ServiceNow, Azure DevOps, Jira, and observability tools to monitor deployments, mitigate risk, and maintain compliance.

Experience (Selected)

APG Technology — IT Consultant / Enterprise Change & Release Manager (Mar 2020 – Present)

- Evaluate IT infrastructure and software to align with business objectives; bridge communication between stakeholders and delivery teams.
- Create release schedules end-to-end; coordinate sprints/backlogs with Scrum teams to plan upcoming changes/releases.
- Build dashboards to capture development outcomes and report findings to key stakeholders; define RFC lifecycles and governance.

Caesars Entertainment — Enterprise Change & Release Manager (Feb 2021 – Nov 2025)

- Revamped Change Management process aligned to ITSM policies; created CAB cadence (3x weekly) and refined eCAB approvals for break/fix.
- Made pre-production testing mandatory when available; introduced post-deployment testing with stakeholder signoff.
- Reduced P1 incidents due to failed deployments by 75%; built real-time ServiceNow dashboards for success/failure and incident-causing deployments.

IBM (Watson Media) — Enterprise Change & Release Manager (Oct 2015 – Mar 2020)

- Managed enterprise releases for subscription-based media sites and live programming; developed policies/procedures for production change execution.
- Directed Jira → ServiceNow migration; supported client infrastructure migrations from datacenters to AWS.
- Improved change success rate from 56% to 98% within 8 months by restructuring Change/Release process with SAFe/SDLC.

Core Skills / Tools

ServiceNow • Azure DevOps • Jira • ITIL/ITSM • SAFe/Agile • SDLC • CI/CD Governance • CAB/eCAB • Risk Tiers • PIR/RCA • AWS/Azure