

ANDRES JOSE PATERNINA RUBIANO

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OBJECTIVE

Technical Product Manager with strong expertise in AI and software development. With a proven track record of managing MVPs for software platforms and AI chatbots in multiple countries, translating user feedback into actionable insights and driving product development, I excel at leading cross-functional teams to deliver scalable, customer-centric, AI-driven solutions. I am eager to leverage my skills to contribute to forward-thinking organizations and help shape the future of technology.

WORK EXPERIENCE

Enel x (Bogota)

Technical Product Manager

12.2022-Present

Achievements:

- Launched Colombia's first AI-driven Chatbot for the energy industry using Dialogflow CX and Vertex AI, increasing lead generation by 20% through effective product requirement documentation and deployment.
- Led the development and MVP integrations of software platforms in Colombia, Chile, and Brazil, ensuring seamless integration with multiple systems, technical standards, and business objectives, while fostering improved cross-functional collaboration.
- Increased customer satisfaction by 30% by delivering tailored energy solutions and enhancing the AI Chatbot's features, using Voice of the Customer interviews to define actionable user stories.
- Reduced platform incident rates by 80%, resulting in a 25% reduction in monthly maintenance costs by optimizing supportability and reliability requirements.
- Boosted website traffic and user interaction, achieving a 300% increase in page views, which translated into a 10% revenue growth.
- Automated internal processes using Python libraries, improving operational efficiency by 20% through customized automation solutions.

Responsibilities:

- Led cross-functional teams across Chile, Colombia, and Brazil to deliver internal software platforms and AI solutions, managing MVPs and writing detailed product requirements, including functionality, performance, usability, and supportability.
- Drove the deployment of AI Chatbots using Dialogflow CX and Vertex AI, enhancing service delivery by ensuring all product requirements were met.
- Conducted Voice of the Customer interviews to gather customer feedback, translating it into actionable user stories and detailed product requirements.
- Collaborated closely with stakeholders to ensure high-quality user experiences, aligning customer needs with technical specifications and ensuring product excellence through tools like Jira and Confluence.

Freelance (Remote)

Full stack developer

12.2021-11.2022

Achievements:

- Designed and launched a custom e-commerce platform, bringing new revenue streams for a sports company.
- Integrated payment gateways, enhancing user experience and increasing customer retention by 25%.
- Reduced operational costs by 10% through optimized backend processes and secure database management.

Responsibilities:

- Developed and deployed e-commerce applications, ensuring a seamless user experience through full-stack technologies.
- Gathered client requirements and translated them into functional specifications for design and implementation.

EDUCATION

Stanford

Specialized Program: Machine learning 08.2024 – Currently
Introduction to Statistics 03.2024 – 04.2024

IBM

Specialized Program: IBM AI Product Manager 05.2024 – 08.2024
Specialized Program: IBM Product Manager 05.2024 – 08.2024
Professional Certificate: IBM Data Science 12.2023 – 05.2024

Minuto de Dios University

Bachelor's degree in engineering 01.2015 – 06.2020

TECHNICAL SKILLS

Product Management: Roadmap planning, product lifecycle management, technical documentation, cross-functional collaboration. AI & Machine Learning: Dialogflow CX, Vertex AI, Python, Full-stack Development: React.js, Django, Node.js, API integration, Selenium, GitHub. Others: Figma, Agile/Scrum, Jira, Confluence. Data Analysis, Power BI.