

## ANDRES JOSE PATERNINARUBIANO

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### OBJECTIVE

Technical Product Manager with a strong expertise in AI and software development, with a proven track record of managing MVPs, 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-Currently

##### Achievements:

- Launched Colombia's first AI-driven Chatbot using Dialogflow CX and Vertex AI, boosting lead generation by 20% and writing key product requirements.
- Led MVP integrations in Colombia, Chile, and Brazil, ensuring alignment with technical standards and business goals, improving cross-functional collaboration.
- Increased customer satisfaction by 30% with tailored energy solutions and AI Chatbot enhancements, using Voice of the Customer interviews to define user stories.
- Reduced platform incident rates by 80%, leading to a 25% decrease in monthly maintenance costs by optimizing supportability and reliability requirements for the AI Chatbot platform.
- Boosted page views by 300%, significantly improving traffic and user interaction, which translated into a 10% increase in revenue.
- Created automation processes with Python libraries, improving the efficiency of internal processes by 20% through tailored automation, effectively managing product functionality and performance requirements.

##### Responsibilities:

- Led cross-functional teams across Chile, Colombia, and Brazil to deliver internal software and AI solutions, managing MVPs and writing detailed product requirements including functionality, performance, usability, and supportability.
- Drove the deployment of AI Chatbot's using Dialogflow CX and Vertex AI, enhancing service delivery by ensuring that 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 Trello.

#### 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. UI/UX: Figma, Agile/Scrum, Jira, Confluence. Data Analysis, Power BI.