

ANDRES JOSE PATERNINA RUBIANO

Bogotá, Colombia | apaterninar@gmail.com | +57 3502018139 | [LinkedIn](#)

OBJECTIVE

Product Manager with a strong expertise in AI and software development, adept at leading cross-functional teams to deliver innovative, customer-centric solutions. Proven track record in managing MVPs, crafting detailed requirements, and driving product growth through strategic insights. Eager to leverage my skills in AI and software development to contribute to forward-thinking organizations and help shape the future of technology.

WORK EXPERIENCE

Enel x (Bogota)

Technical Product Manager

12.2023-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

12.2022-11.2023

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

Professional Certificate: IBM Data Science 12.2023 – 05.2024

Minuto de Dios University

Bachelor's Degree in engineering 01.2015 – 06.2020

TECHNICAL SKILLS

Roadmap planning, Product Strategy Development, Market Research, Dialogflow CX, Vertex AI, Machine learning, Neural Networks, Python, TensorFlow, Pandas, Scrapy, Selenium, NumPy, API integration, React.js, SQL, Django, NodeJs, Github, Bitbucket, Power bi, Statistical Analysis, Figma, Agile/Scrum, [Jira](#), Trello, ClickUp, Drawio