ANDRES JOSE PATERNINA RUBIANO

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SUMMARY

Technical Product Manager with 3+ years of experience driving innovation in AI and software development, leading cross-functional teams to deliver impactful, customer-centric solutions. Proven expertise in managing MVPs, defining detailed product requirements, and driving product growth in fast-paced agile environments. Skilled at translating complex technical concepts into clear, actionable product strategies that align with business goals and enhance user experience.

Technical Skills:
AI & Machine Learning: Dialogflow CX, Vertex AI, Gemini, Machine Learning, Neural Networks, Chatbot Testing.
Product Management: Roadmaps, user stories, stakeholder collaboration, agile methodologies (Scrum, Jira, ClickUp), product lifecycle management, cross-functional team leadership and data-driven decision-making.
UX/UI Design & Analytics: Figma, Google Analytics, Adobe Analytics, prototyping and usability testing.
Data Analysis & Visualization: SQL, Power BI, Pandas, Matplotlib, NumPy.
Software Development: JavaScript, TypeScript, Python, React.js, Node.js, Django, API integration, PostgreSQL, Deployment & CI/CD, A/B Testing, Security Awareness.

WORK EXPERIENCE
Enel x (Bogota)
Technical Product Manager   **12.2022-Present**

- Launched Colombia's first AI-driven chatbot for the energy industry using Dialogflow CX and Vertex AI, resulting in a 20% increase in lead generation through precise product requirement documentation and streamlined deployment.
- Executed the development and MVP integrations of digital platforms across Colombia, Chile, and Brazil, ensuring seamless system integration and adherence to technical standards, leading to improved cross-functional collaboration and alignment with business.
- Surpassed customer satisfaction expectations by 30% through the delivery of tailored energy solutions and enhancement of the AI chatbot's features, achieved by leveraging Voice of the Customer interviews to define actionable user stories.
- Transformed platform stability by reducing incident rates by 80%, which led to a 25% decrease in monthly maintenance costs through optimization of supportability and reliability requirements.
- Accelerated website traffic and user interaction, resulting in a 300% increase in page views and a 10% revenue growth, driven by attracting new clients.
- Automated internal processes using Python libraries, improving operational efficiency by 20% through the development of customized automation solutions.
- Accelerated the integration of real-time payment processing for financial institutions, expanding payment methods for 30% of users and generating strong demand from new clients, which boosted platform usage by 40% in just a few months.
- Improved user experience by integrating API responses from third-party services to retrieve bills and computation data, optimizing the processing of millions of hours of computational data per company using AWS Lambda functions.
- Achieved +$30 million in sales during the first two years as an energy comercialize startup in Enel X Colombia, with almost 70% of transactions processed through our digital platform, showcasing the platform's success and our strong market presence in the energy sector.
- Achieved a score of 3.78/4, the highest among Enel's digital platforms, in the evaluation for ethical hacking vulnerabilities and CAST code review, meeting Enel's stringent security and code quality standards.

Freelance (Remote)
Full stack developer   **12.2021-11.2022**

- 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.
- Developed and deployed e-commerce applications, ensuring a seamless user experience through full-stack technologies.
- Implemented security protocols resulting in zero security breaches or data leaks through the use of middlewares that protect routes and user data confidentiality.

EDUCATION
Stanford
Specialized Program: Machine learning 08.2024 – 12.2024
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