

PABLO ESTÉFANO ARROYO GARRIDO

 Technology Product Manager | Project Manager | Product Owner

 Querétaro, Mexico |  Remote/Hybrid Availability

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PROFESSIONAL SUMMARY

Ecommerce Product Manager with more than 8 years of experience leading multidisciplinary teams in remote and hybrid environments.

Specialist in **strategic product roadmapping**, **backlog management**, and **MVP development**, achieving over **\$1.3M USD in sales (2024)** and **\$700K USD in annual operational savings**.

Certified instructor in agile methodologies (**Scrum**, **Kanban**) and passionate about **stakeholder alignment**, **process optimization**, and managing projects in English with international teams.

PROFESSIONAL EXPERIENCE

TECHNOLOGY PRODUCT MANAGER

Zebrands | August 2022 – Present

- **Product Management & Roadmap:**
 - Led over **15 annual projects**, managing the **entire product lifecycle**, from ideation to launch, prioritizing features through **backlog refinement** and **user stories**.
 - Designed an **MVP** for direct integration between FedEx and our **WMS**, automatically updating **18,500 packages** and reducing manual errors by **40%**, in addition to **saving over \$500K USD annually** in fees from third-party systems.
- **Commercial Impact:**
 - Implemented **cross-sell** and **upsell** strategies, generating **\$450K USD in additional sales (\$90K USD + \$360K USD)**.
 - Optimized the **"Pick Up in Store"** program, enhancing the **ecommerce** purchase experience and contributing over **\$725K USD in sales within a year**.
- **International Management:**
 - Coordinated projects with suppliers in **Denmark and the United States**, managing **deliverables, contracts, and integration roadmaps in English**.

PROJECT MANAGEMENT PROFESSOR

Tecnológico de Monterrey | August 2021 – Present

- **Agile Methodology Training:**
 - Train **Robotics and Mechatronics** students in **Sprint Planning**, **User Acceptance Testing (UAT)**, and **KPI management with Power BI**.
 - **90% of my students apply these skills to real-world projects** (Example: joint project with **Coca-Cola FEMSA**).

IT PROJECT MANAGER

Natgas México | November 2018 – August 2022

- **Risk & Budget Management:**
 - Managed a **\$420K USD annual budget**, delivering projects with **95% on-time completion**.
 - Mitigated operational risks through **process automation (RPA)**, reducing repetitive tasks by **87%**.
- **Agile Leadership:**
 - Led a team of **20+ engineers**, implementing **bi-weekly sprints** and improving efficiency by **25% through remote work**.

LOGISTICS & SUPPLY CHAIN CONSULTANT

Profesionales en Logística y Transporte | July 2017 – October 2018

- **Process Optimization:**
 - Advised companies such as **Milacron, Cargill, and Uber Freight** on **inventory management strategies** and **operational cost reduction**.
 - Conducted **market analysis on ground transportation** (FTL, 3PL, and Digital Brokerage), identifying **15-20% savings opportunities** for clients.

KEY SKILLS

- **Product Management:** Roadmap Planning, MVP Development, Backlog Prioritization (Jira), User Stories.
- **Project Management:** Risk Management, Budget Control, Stakeholder Alignment, Agile/Scrum.
- **International Coordination:** Managing teams and suppliers in English (USA, Denmark).
- **Technologies:** Power BI, GitHub, Google Cloud Platform, ERP Next, Google Analytics.
- **Languages:** Spanish (Native), English (Advanced, TOEFL 593).

EDUCATION

 **Master's in Information Technology** | Tecnológico de Monterrey | 2020 – 2022

 **Bachelor's in International Business** | Tecnológico de Monterrey | 2012 – 2017

CERTIFICATIONS & ACHIEVEMENTS

 **Honorary Distinction for Excellence** (GPA 4.0) in Bachelor's and Master's Degrees.

 **Outstanding Performance** on the EGEL-TRADE Exam (CENEVAL, 2017).

 **PMP (In Progress)**.