ALBERTO BENGOA

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- **A product and team manager with a strong computer science background and extensive coding experience.**
- **2+ years of product management conceptualizing, planning and executing high-visibility, high-impact projects.**
- **4+ years of experience managing technical teams for professional services.**
- **Deep knowledge of data virtualization and data integration in enterprise environments, both at the architecture and implementation levels.**
- **Extensive experience in technical writing, customer relationship management, technical partnerships management and customer training.**

Work Experience – Denodo Technologies

2014-2017: Senior Product Manager

- **Product Management.**

  - **Data virtualization products.** Responsible for three of Denodo's data virtualization products, managing them during their conceptualization, design, implementation and operation: Denodo Community, Denodo Express and Denodo Platform for AWS.

  - **Enterprise ecosystem products.** Conceptualized, architected, designed and prototyped projects that fill gaps in the core data virtualization platform: Denodo Testing Tool, Denodo Diagnostics and Monitoring tool, Denodo Enterprise Manager and Denodo Model Bridge Tool.

- **Technical Partnerships.** Responsible for technical interaction with partners: OEMs, technical certifications, VARs. including but not limited to the Denodo+IBM partnership, the Tableau-Denodo certification, (which included coding the first prototype of the integration software), the Hadoop certifications (both Cloudera and Hortonworks), and the Snowflake certification.

- **Professional Services.** Took on architectural engagements, doing work with customers to help them using data virtualization, review already started projects to steer them towards success, and apply corrective measures to projects in danger of failure.

- **Customer Outreach Program.** Defined and executed the Denodo Strategic Customer Center initiative, with the goals of maintaining the user community up to date about the product's roadmap and gathering feedback about new and planned features.

- **Technical Writing.** Author of two in-depth technical cookbooks, manuals that contain detailed instructions for both architects and developers: Data Warehouse Off-loading and Query Optimization, to solve customer's questions about real-world deployments and to increase brand value for Denodo.

- **Prospective Customer Training.** Designed and taught both low-level technical classes and architecture-level courses, including Denodo's monthly dv architect course. Over 150 architects were trained in 2015, and over 250 in 2016.

2010-2014: Professional Services Manager, North America

- Managed all the aspects of post-sale customer relationship and retention, as the main point of contact for the customer, being their internal champion and making sure every existing customer became an evangelist for Denodo's technology in later sales cycles with other prospective customers.
- Managed the US software engineering team to analyze, design and implement customer projects.
- Worked closely with the CEO and with the Sales VP for North America in reviewing commercial proposals to verify the licensing and professional services terms were realistic, achievable and appropriately priced and presented to customers.

2009-2011: Customer Support and Customer Training Manager, North America

- Managed the customer support team to provide assistance in designing, developing and troubleshooting data virtualization solutions, helping strategic customers to go into production within the planned schedules.
- Helped retain customers through timely resolution of all technical problems, analysis and delivery of new features.
- Managed the training team to teach customers the use of the Denodo Platform, making it possible for them to start using the purchased software right away.
- Participated in the creation of the training curriculum and maintained it through several versions of the Denodo Platform; this set of training courses is taught to virtually all of Denodo's new customers.

2007-2009: Lead User Experience Engineer

- Responsible for continuous analysis of software capabilities, gathering new customer requirements and creation of successful UI designs for the whole suite of the company's enterprise software, of high functional complexity.
- Introduced changes that improved both customer win rate and customer satisfaction, taking into account customer needs, technical feasibility and planning, visual design and user interaction.
- Conceptualized, designed and implemented the Denodo Platform Control Center, a new tool for managing the local installation of the Denodo Platform; in production for over eight years and used by every customer of Denodo.

2005-2007: Software Engineer

- In charge of creating from scratch (first commit) the client tools in the Denodo Platform, which have now been in production for over ten years: the main Administration/Development Tool for the data virtualization server, and the Web Automation Design Tool for the web integration server. Both tools are highly interactive, with an extremely deep feature set, and they are used by every customer to develop data virtualization solutions.
- Gained a very strong experience in both desktop and server side development.

Education

1999-2005: M.S. in Computer Science, summa cum laude

- **University of A Coruña (Spain).** Dissertation (2005): "Decision support system for investment in telecommunication and mobile telephony networks under demand uncertainty". PDF Link (Spanish).

Personal Software Projects

- **TTT**: an online, browser-based clone of the classic game Blockout (a 3D Tetris). Built as a fun way of learning new technologies: ClojureScript and reagent + re-frame (Clojurescript bindings for Facebook's React).
- **Newsogen**: an online RSS reader that fills the void left when Google closed Google Reader. It has a clean and uncluttered interface, fast mouse and keyboard controls and works well in PC, tablet and mobile. Built 100% in Clojure and deployed in Heroku, with a PostgreSQL backend DB.
- **Usertron**: an online authentication management system - it allows easy addition of user authentication to any project through a simple REST API. Built in Clojure, deployed in Heroku with a PostgreSQL backend DB.
- Proficient in Java, Clojure, Clojurescript, HTML, JavaScript, CSS, RDMBS (Oracle, SQL Server, MySQL, PostgreSQL, SQLite...), Web Services, Hadoop (Cloudera, Hortonworks), Data Warehouses, etc.

Other Skills

- **Spoken Languages:** Fluent in English, Spanish and Galician. Beginner in Bulgarian.
- **Photography**: a photographer for more than ten years, shooting with a variety of equipment ranging from digital compacts to large format film cameras, focused mainly in landscapes and portraits.