BRUNO TREZZA

AI BUSINESS ANALYST - PRODUCT OWNER

HOW TO CONTACT ME

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Current Location: Bs. As. | Argentina
Professional Website

PROFILE

I have passion for Data and AI. As a dedicated professional, I enjoy knowing my decisions improve others' lives. With a data-centric perspective, I actively engage in product definitions and user experience discussions. I have experience working on cross-country projects, with strong communication skills and a keen eye for execution details. I'm empathetic, responsible, and a fast learner, always striving to stand out and make a meaningful impact.

SKILLS

- Integral Vision
- Assertive
- Empathic
- Responsible
- Trustworthy
- Analytical
- Python & R for Data Science
- Azure DevOps & Jira
- MS Office
- SQL, Mongo DB
- Git, GitHub

LANGUAGES

Spanish - C2
English - C1
Portuguese - C1
Russian - B1

EXPERIENCE

AI Developer
Self-Employed | Jan 2025 - To date

Projects:
- Personal Website Development (Full Stack, AI-enhanced features).
- Company Website Development (In Progress).

Duties:
- Designed and built end-to-end web solutions, integrating APIs, dashboards, and continuous deployment pipelines.
- Deployed applications to cloud infrastructure ensuring scalability and reliability.
- Integrated AI services and automation workflows to enhance user experiences and operational efficiency.

Achievements:
- Developed hands-on experience powered by AI, continuous delivery practices, and cloud deployments.
- Strengthened technical stack with API design and implementation, front-end/back-end development, and cloud infrastructure management.
- Delivered working prototypes showcasing features in different environments.

Business Analyst - Product Owner
Hexaware Technologies | Dec 2021 - Jan 2025

Projects:
- AI-assisted Chatbot Implementation -RAG- (OpenAI LLM) for EY Client.
- API Catalog for internal collaborators at EY.

Duties:
- Elicited and documented business and technical requirements; translated them into user stories and acceptance criteria following Gherkin format.
- Led backlog refinement and other Scrum ceremonies using Azure DevOps to optimize delivery pipelines.
- Planned releases, managed risks, and ensured stakeholder engagement across multiple teams.

Achievements:
- Hands-on experience integrating LLMs (OpenAI) into production-grade chatbots, enhancing customer service automation.
- Developed expertise with tools like Postman (API testing), MongoDB (NoSQL database), and Miro (remote collaboration).
- Built strong intercultural communication skills working in diverse, multinational environments (USA, India, Europe & LATAM).
- Improved technical fluency and end-to-end project ownership from ideation to delivery.

Business Analyst
Globant | June 2021 - Dec 2021

Project: Forecasting Tool Support for Deloitte client.

Duties:
- Participated in Business Analyst Academy training program to strengthen BA core skills.
- Authored and refined user stories to ensure clear development specifications.
- Managed and prioritized backlog in Jira, maintaining alignment with agile best practices.

INTERESTS

- Applied Artificial Intelligence (AI)
- Machine Learning
- Generative AI (GenAI)
- Recommender Systems and Personalization Algorithms
- Data Engineering and Data Pipelines
- Cloud Computing (AWS, Azure, GCP)
- Automation
- Natural Language Processing (NLP)
- Business Intelligence (BI) and Data-Driven Decision Making
- Prompt Engineering
- Product Management for AI-powered solutions
- IoT, Home Automation
- Personal AI Powered solutions

EXPERTISE

- Artificial Intelligence
- API Development & Integration
- Enterprise Solutions (ERPs)
- Micro Services Architecture
- Agile Methodologies (Scrum, Kanban)
- Project Management
- Continuous Integration / Continuous Delivery (CI/CD)
- Stakeholder Management
- Prompt Engineering and AI Toolchains

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EXPERIENCE CONTINUED

Business Analyst
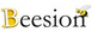Globant | June 2021 - Dec 2021

- Provided leadership and guidance to the development team, acting as a bridge between technical and business stakeholders.

Achievements:

- Solid foundation in Agile methodologies (Scrum and Kanban) and backlog management in Jira.
- Completed certifications on Business Analysis, Agile Project Management and use of AI tools for leverage (Udemy).
- Strengthened team collaboration and delivery effectiveness through agile ceremonies facilitation.

Functional Product Leader - Business Analyst
Beesion Technologies | Dec 2016 - May 2021

Projects:

- CPQ (Configure-Price-Quote) suite on-site implementation for Claro Central America (5 countries).

Duties: Documentation, user testing, requirement analysis, user training.

Onsite support, product development, and improvements. Issues monitoring, backlog prioritizing, and close collaboration with developers, managers, and end users. Onsite implementations, analysis, reporting, and testing.

- Conducted requirements gathering, user testing, and system documentation to support successful rollouts.
- Delivered onsite product training and support to business users and key stakeholders during production delivery.
- Collaborated closely with developers and managers to prioritize backlog items and resolve critical issues.
- Performed product analysis, issue tracking, reporting, and process improvement initiatives.

Achievements:

- Led successful CPQ deployments across 5 countries, achieving a high adoption rate and operational efficiency gains.
- Developed strong client-facing skills, effective communication, and analytical reporting under high-pressure environments.
- Strengthened abilities in task prioritization, risk management, and agile collaboration across geographically dispersed teams.

STUDIES

Data Science Analyst | February 2021
Digital House Coding School

- Covered: Supervised/Unsupervised Learning, NLP, Neural Networks, Feature Engineering, Model Evaluation, Hyperparameter Tuning, Ensemble Methods, Data Wrangling, Reinforcement Learning, and Time Series Analysis.
- Final project: Built and deployed a recommendation system using Web Scraping, EDA, Wrangling, Hyperparameter Optimization, and Flask deployment

Data Analyst | April 2020
EANT

Covered: EDA, ETL, Data Cleaning, Data Viz, SQL, Dashboarding, Hypothesis Testing, Correlation & Regression, Time Series.
Final Project: Built and deployed a dashboard

Bachelor's Degree in Organizational Management
July 2015
Buenos Aires University

- Comprehensive 2,600-hour program focused on business management, strategic planning, finance, marketing, talent management, and digital transformation.
- Developed strong skills in project design, organizational governance, financial analysis, and data-driven decision-making.
- Final trajectory oriented to employability in business development, public sector management, and technological innovation.