Miguel Oviedo

Associate Product Manager

PROFILE

Bilingual Spanish & English

+3 years of experience in LatAm digital marketplaces working with Restaurants, CPGs, and E-commerce stores. Collecting product data, doing customer research, coordinating with stakeholders, and developing new product features to improve customer satisfaction KPIs.

SKILLS

- Good communication skills to effectively collaborate with cross functional teams
- Hands-on experience with web technologies
- Problem-solving and troubleshooting
- Strong leadership skills
- Programming languages (JavaScript, Python)
- Pattern and trend identification
- Data visualization (PowerBI)

CONTACT INFO:

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Based in Bogota, Colombia
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WORK SUMMARY

DATA ANALYST - PARTNER SUPPORT
Rappi. | 08.21-Present

- Data analysts focus on improving partners' support handling SQL, Snowflake, Redash...
- Analyze data to improve metrics and find main issues related to the BPO operation
- Presented data models to business teams for review

PRODUCT LEAD
Restop. | 11.20-06.21

- Gathering product data, including web analytics, statistics, and consumer trends
- Determining improvements to product features.
- Analyzing consumer research data and recording product defects.
- Created a MVP integrating third party software
- Conduct research to identify customer needs and market gaps
- Analyze competition

ACCOUNT MANAGER
Uber Eats. | 05.18-10.20

- Analyze the key metrics of our partners' business to understand the drivers of growth and expansion
- Seek for and achieve restaurant industry deep understanding to bring true value to conversations with Enterprise Accounts
- Design querys using SQL and then using at Google Data Studio

ACADEMIC BACKGROUND

SYSTEM ENGINEER
Universidad ECCI| 2016-2018

- Data bases, my SQL, PostgresSQL
- Software Architecture
- Networking and local configuration
- Projects with arduino

PRODUCT MANAGER & PYTHON
Platzi & Coursera | 2020-Current

- Product Management
- Data Bases
- JavaScript (HTML,CSS)
- Python

PASSION PROJECTS

- Language Exchange Community - KIFUP (www.kifup.club)
- Restop - Free Online Ordering System For Restaurants in Latin America mainly Colombia leveraged by Gloria Food self-managed service
- Freelance creating landing pages using HTML, CSS, JavaScript, SASS, Git, Github, G-Suite Google.
- Making responsive web designs mobile-first.