



Miguel Oviedo

Product Analyst

PROFILE

Bilingual Spanish & English

+3 years of experience in digital products working for 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

- Communication skills to effectively collaborate with cross-functional teams
- Hands-on experience with web technologies
- Problem-solving and troubleshooting
- Strong leadership skills
- JavaScript, HTML, CSS
- Data Bases (SQL)
- Data visualization (PowerBI)
- Google Sheets/Excel
- Flowcharts/Process
- API Rest

CONTACT INFO:

Telephone: +57 3013341978
Email: devmangel@pm.me
LinkedIn: @devmangel
Github: @devmangel
Based in Bogota, Colombia
www.migueloviedo.me

WORK SUMMARY

PARTNER ANALYST - MI TIENDA

Rappi. | 08.21-Present



- Collect product data and doing customer research to improve our NPS and customer satisfaction.
- Analyze data to improve metrics and find main issues related to the BPO operation using SQL and programs such as PBI, Snowflake, Google Sheets.
- Presented data models to business teams for review and feedback
- Definition of support metrics, analysis and monitoring of the main points of improvement of the support operation.

PRODUCT LEAD

Restop. | 11.20-06.21



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

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 queries using SQL and then using at Google Data Studio

ACADEMIC BACKGROUND

SYSTEM ENGINEER

Universidad ECCI| 2016-2018

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

PRODUCT MANAGER & PYTHON

Platzi & Coursera | 2020-Current

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

PERSONAL PROJECTS

English Community - KIFUP (www.kifup.club)

Community with up to 10k members where you can find a partner to practice and improve your English skills.

- I lead a development team backend and frontend.
- Design the product strategy.
- I lead a team of moderators in social media groups