

PROFESSIONAL SUMMARY

Data-driven and tech savvy professional with a masters' degree in Software and Computing Engineering coupled with the following business experience:

- 3+ years in SaaS and IT Product Management working with Agile teams
- 5+ years in client-facing Project Management collaborating cross-functionally with tech and non-tech teams
- 5+ years negotiating trade-offs across teams acting as a facilitator and trusted advisor.

RELEVANT EXPERIENCE

Vibratil – Florida, US

Agile Product Owner – Implementation Consultant

Aug 2017 to Nov 2020

- Improved delivery and operation of a CRM SaaS by collaborating with teams of engineers, designers, and QA
- Implemented dashboards to measure success metrics and visualize KPIs using iterative releases methodology
- Created 10% additional revenue by engaging deeply with customers, conducting user research, and discovering new functionalities that created new user value
- Improved clients' satisfaction rate from 40% to 96% by turning data into actionable insights and reports such as user retention indicators, scorecards, and follow-up procedures

Independent – Florida, US

Technical Project Manager

June 2013 to July 2015

- Improved user experience and usability developing UX front-end enhancements using Agile Methodologies, HTML5, JavaScript, CCS and command-line interface
- Guided SaaS definition for B2B clients across 4 different industries connecting technical capabilities and business goals by specifying roadmaps, prioritizations, and scopes
- Delivered results in a timely fashion without having explicit authority within the organizations
- Reduced deliverability delay rates by 60% by improving user stories' definition of done, recalibrating backlog prioritization, and removing blockers

University of Los Andes – Bogota, Colombia

Administrative Program Coordinator

Aug 2010 to Sep 2011

- Delivered high-volume scheduling and appropriate resource allocation for 65 courses each academic term reaching the highest satisfaction rates from stakeholders
- Build professional networks by hosting 10+ events and presentations on targeted programs with corporate allies and stakeholders

Adjunct Professor

Jan 2009 to July 2010

- Taught Object-Oriented Programming, SDLC, analysis and design concepts, UML, XML, and Java
- Reached student satisfaction rates of 92% identifying students' needs and engaging with empathy and assertive communication
- Instructed techniques and guided practical workshops on writing and reading software requirements specification

Communications Coordinator

Feb 2006 to Sep 2008

- Amplified the compliance of global initiatives up to 100% by ensuring plans' design and implementation matched institutional standards
- Drove collaboration and data-based decision-making across all the 10 cross-functional departments, smoothly communicating with interdisciplinary teams and Senior management
- Forged 6 new alliances and maintained 23 ongoing relations with corporate sponsors who were funding students grants

Project Manager

Dec 2003 to Jan 2006

- Shaped a six-member group into a high-performance team. Decreased overtime hours by 90%
- Supported front-end and back-end of an in-house statistical analytic software using mySQL, JavaScript, VBA, and Linux command line interface
- Audited processes by engineering statistical revisions and maintenance of the existing software code

EDUCATION

- **PELD program – Professional English Language Development**
BCIT– Vancouver, Canada – December 2022
- **MSc in Software and Computing Engineering**
University of Los Andes – Bogota, Colombia – March 2006
- **Software and Computing Engineer**
University of Los Andes – Bogota, Colombia – March 2002