

BUSINESS OPERATIONS

Pedro Herrera

pjherrera23@gmail.com | +34 655 773 519 | Valencia, Spain | [LinkedIn](#)

Operations professional with 3+ years driving efficiency in SaaS environments. I led key module development for a B2B fintech platform accelerating critical processes efficiency by 20 times and redesigned billing models boosting year-one revenue by 100% through UX optimization and recurring subscriptions. Proficient in Agile methodologies, ERP platforms, SQL and data visualization tools for data-driven insights. Ready to leverage experience and software skills to streamline improve operational performance.

SKILLS

Project Management, Agile/Scrum, Process Optimization, Stakeholder Management, Cross-functional Teams, Risk Mitigation.
SQL, Jira, Asana, Excel, Python, Power BI.

LANGUAGES

English. Fluent – C2.
Spanish. Native.

PROFESSIONAL EXPERIENCE

Growing Companies Advisors (GCA), Consulting firm — U.S. (Remote)

- Product Manager**11/2023 – Present
- Led the design and development of key modules for Noddok, a SaaS B2B fintech platform for cloud-based accounting solutions (\$5MM impact), streamlining client workflows and enabling 20x faster documents processing.
 - Drove 100% year-one revenue growth by redesigning the billing model, optimizing UX and implementing recurring subscriptions in collaboration with engineering and sales teams.
 - Achieved 30% time-on-task reduction by shortening critical user journey and restructuring user interface, grounding product decisions in user interaction data.

- Product Operations Specialist** (Internal Operations Platform)08/2022 - 11/2023
- Increased service adoption by 25% within three months by designing and implementing an automated proposal generator that simplified the quotation workflow and streamlined the sales process.
 - Achieved 95% first-contact resolution rate by developing an automated ticket management module in collaboration with support and engineering teams, and by producing comprehensive documentation.

Industrias de Tapas Taime, C.A, Manufacturing company — Caracas, Venezuela

- Quality Assurance Analyst**11/2021 - 08/2022
- Mitigated supply chain risks by up to \$250K per month for a manufacturing operation producing food, medicine and beverages caps (\$10MM market), by leading compliance initiatives in collaboration with operations, logistics, and compliance teams.

Loszen, Mobile app development startup — Spain (Remote)

- Product Manager**08/2020 - 11/2021
- Spearheaded the end-to-end development and launch of Compartaxi, a ride-sharing platform, from concept to deployment on Google Play and Apple Store, delivering innovative solutions to reduce transportation costs for users.
 - Reduced user-reported errors by 20% within three months by conducting rigorous QA testing, analyzing user feedback, and optimizing critical user flows.

Industrias QProductos, S.A., Manufacturing company — Santa Cruz de Aragua, Venezuela.

- Quality Assurance Analyst**11/2019 - 08/2020
- Reduced 25% of structural defects in a manufacturing operation producing water industrial grade tanks, preventing monthly losses of up to \$50K, implementing quality management frameworks and updating technical documentation.

ADDITIONAL INFORMATION

- DataPM, GenAI pipeline for job-market intelligence.*
- Independent project designing a system that processes job postings to extract required degrees, experience, and skills via a hybrid pipeline (LLM + rules) and returns a normalized dataset, ready for visualization in BI Platforms.

EDUCATION

- Diploma in Business Management.** Universidad de los Andes. Mérida, Venezuela.09/2021
- B.Sc. Materials Engineering.** Universidad Simón Bolívar. Caracas, Venezuela.07/2019

CERTIFICATIONS AND COURSES

- Product Management.** International Institute of Business Analysis (IIBA®).02/2025