# Perfil Avanzado

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

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| Product Manager | Product Owner | Product Analyst | Project Manager | Business Analyst (Noddok Saas Application) | 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.
* Enhanced AI reliability by training Azure machine learning models to process invoices and bank statements, reducing conversion errors by 30% and increasing adoption by improving operational stability.

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| 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

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| 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)

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| Product Manager | Product Owner | Project Manager | Business Analyst (Mobile B2C Application) | 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., Industrial-grade water tanks manufacturer — Santa Cruz de Aragua, Venezuela.*

Quality Assurance Analyst 11/2019 - 08/2020

* Led quality control and defect-reduction initiatives for a high-volume manufacturing operation, improving product durability and customer satisfaction.
* Resolved 90% of defective product cases within one week, maintaining strong distributor relationships and ensuring timely resolution of customer issues.