



ROBIN J. PUERTA

Product Owner / Product Manager

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I analyze customer needs and business opportunities, then align stakeholders to work towards the same objectives by managing strategic projects and leading cross-functional teams in an Agile environment. I also manage backlogs and priorities for the Dev team to deliver valuable solutions.

Top Skills: Communication (EN + ES), Product Discovery, Prioritization, Roadmapping, Process design.

DEGREES

Industrial Engineer (2015)

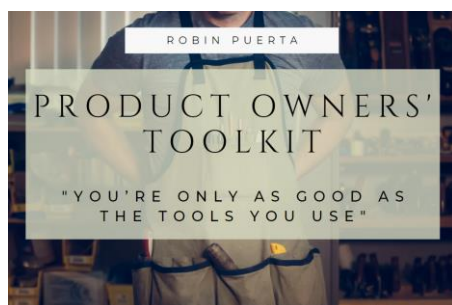
Computer Science Engineer (2015)

PROFESSIONAL EXPERIENCE

Open English	Product Owner	April 2022 - present
<p>Multinational Edtech company looking to take "Open English Junior" product into the next level.</p> <p>My role is to transform customers' needs into awesome high-quality solutions by leading cross-functional teams in an Agile environment throughout the product development cycle, considering business requirements, key stakeholders' vision, company objectives, and customer experience.</p>		
Supervielle Bank	Business Process Analyst	Oct 2018 – Mar 2022
<p>With 130+ years of experience, Supervielle Bank is lead in the Argentine financial system.</p> <p>My main role is to analyze processes and identify opportunities, then work with business and technical teams, to ultimately provide solutions that help achieve the business' goals. My biggest accomplishment was to be part of the Agile teams that transform a traditional thinking to Customer-centric organization using Agile Methodologies (SCRUM) framework, delivering high value in the shortest time.</p>		
IMR & Associates	Business Process Analyst	Jul 2017 – Oct 2018
<p>Assigned Client – Chubb: Global provider of insurance products and the largest publicly traded property in the world.</p> <p>Work at a Regional level (Latin America) collecting information for process modeling and defining adjustment to protect sensitive Customer's data according to the PCI-DSS standard. Also working as a link between Global Operation Management in the US and Local Ops Management (Panamá, Brazil, Chile, Argentina, México, Ecuador).</p>		

Grupo Assa (Now Globant)	Business Process Analyst	Jan 2017 – Jul 2017
<p>Assigned Client – Arcor: Massive consumption company located in 100+ countries, including US, México, Brazil, Colombia, and Argentina.</p> <p>Process analysis, business requirements definitions, and working with the development team to implement new modules of the ERP JD Edwards for its subsequent implementation in Arcor. User support on the ERP JD Edwards system (Purchasing, Inventories, and Grower module).</p>		
Carmela POP	Team Lead	Jan 2016 – Oct 2016
<p>Social Marketing SME focused on content management and linking Companies with their Clients. Located in the US, Chile, and Venezuela.</p> <p>Supervising and managing the operation team, to orientate the activities towards the desired outcomes and the organization's objectives. Additionally, train incoming personnel, and draw up the procedure's manuals, documenting the functions and tasks of all team members to create a unified work guideline.</p> <p>This experience allowed me to develop communication skills, team management, discipline, and adaptation in an always changing environment.</p>		
PCI Consulting Engineers	Project Planning Engineer	Aug 2014 – Jan 2016
<p>Leading consulting company with +30 years of experience in engineering projects in the energy Oil and Gas, with branches in Venezuela and Colombia.</p> <p>During my time at PCI, I developed skills like information analysis, responsibility, meeting facilitation, and project planning and control skills like WBS, Gantt Chart, Critical Path Method (CPM).</p>		

ARTICLES AND PUBLICATIONS



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"Success is not a destination, it's a journey. Enjoy the ride." - Zig Ziglar