

Miguel Gutiérrez Catril

Senior Technical Program Manager | Technical Product Manager

Curarrehue, Chile · Remote, Latin America · U.S. time-zone overlap · Available for an immediate full-time start
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PROFESSIONAL SUMMARY

Technical product and program manager with 10+ years turning business needs into scope, requirements, and working software across AI products, ecommerce, and corporate IT. Currently technical product owner of an AI-assisted B2B SaaS product: backlog and data contracts, acceptance criteria, UAT on real data, feature-flag rollout by tenant, and hands-on delivery with engineering. At Falabella, managed AI product delivery and the corporate IT portfolio, and led ecommerce continuous improvement across catalog publishing, checkout and payment, order release, fulfillment, and returns. Also brings regional IT project management, multi-client SLA ownership, and IT governance on agile and waterfall work. Current consulting and AI product work is project-based, with a flexible schedule. Available to start immediately on a full-time assignment, with overlap to U.S. business hours.

CORE SKILLS

Program delivery. Scope and out-of-scope, roadmap, backlog, acceptance criteria, Definition of Done, UAT, feature flags and phased rollout, dependencies and risk, documentation and handoff, agile and waterfall, Jira, Confluence, MS Project, Xray.

Stakeholders and governance. Business–engineering alignment, IT governance, SLA and provider management, milestones and delivery commitments, executive reporting, financial control of technology work (OpEx/CapEx).

Ecommerce. End-to-end purchase journey, product publishing, checkout and payment gateway, order release, fulfillment SLAs, returns and post-purchase operations, Lean Six Sigma.

AI product. AI-assisted product ownership, human-in-the-loop flows, prompt engineering, data contracts, schema-first specifications, briefs and user journeys, RAG and LLMs.

Hands-on stack. TypeScript, JavaScript, React, Next.js, Node.js, Firebase/Firestore, Vercel (Functions, Cron, Preview), Git/GitHub, REST/JSON. Working knowledge of Python automation, ETL, SQL/NoSQL, Looker Studio, and OpenAI, Anthropic, and Google APIs. Oversight of AWS, Azure, GCP, Docker, and Kubernetes. Security: roles, authentication, encryption, backups. ITIL v3.

PROFESSIONAL EXPERIENCE

AI Product Owner (Technical) May 2026 – Present

Augmented Experiences · ARIADNA (Multiversica) · Project-based · Curarrehue, Chile

- Own the product for ARIADNA, a B2B SaaS platform for corporate learning, skills, and human capital, with AI-assisted delivery.
- Translate business needs into scope, out-of-scope, a technical backlog, briefs, user journeys, schema-first data contracts, and acceptance criteria.
- Lead UAT on preview environments, branches, and real data; audit delivery against specification and close gaps before release.
- Partner hands-on with engineering in TypeScript, React, and Next.js on schema validation, feature flags, and tenant-by-tenant rollout.
- Define human-in-the-loop flows (diagnose, approve, generate) and prompt behavior for implementation agents, with explicit limits on automation.

Strategic Consultant Nov 2024 – Present

Huaka Mahuiza Consultoría y Proyectos · Independent consultancy · Pucón, Chile

- Advise companies across Chile on IT project management, IT governance, financial control of technology work, and stakeholder management.
- Track waterfall and agile projects from planning through follow-up, including investment cases and cash-flow structure for commercial initiatives.

Expert Scrum Master Jul 2025 – Jun 2026

Zenta Group

- Defined scope, schedule, resourcing, and roadmap for software initiatives, and coordinated engineering, QA, and business squads against shared delivery objectives.
- Translated business requirements into functional and technical solutions on hybrid legacy/cloud architectures, including REST/SOAP integrations and data flows.
- Managed risks, dependencies, and critical impediments; kept stakeholders aligned and escalated issues before they put milestones at risk.
- Oversaw deliverable quality, technical standards, and security (role-based access, authentication, encryption), and kept handoff documentation current.

Salesforce Service Manager Dec 2023 – Aug 2024

Wodobox · Santiago, Chile

- Owned Salesforce support delivery for 14 clients and an internal team of 12, as the main counterpart for IT and business stakeholders and the escalation point for the service.
- Ran the operation in Jira against SLAs, with executive reporting and online follow-up, and drove continuous improvement of support processes.
- Automated internal and client reporting in Looker Studio; improved control of team utilization and role assignment, shortened handling and response times, and improved team profitability.

IT Project Manager Sep 2023 – Nov 2023

Stefanini LATAM · Santiago, Chile

- Managed IT projects for client Alsea at regional scope.

IT Services Manager (Jefe de Servicios) Oct 2017 – Jan 2023

Falabella Tecnología Corporativa · Santiago, Chile

- Managed delivery of AI products and the corporate IT portfolio across the group’s capabilities, including regional sale and delivery of IT projects and services to Falabella Retail, with accountability for strategic and financial plans.
- Led IT service management under Lean and ITIL v3. Contributed to the corporate IT financial management model (2020–2021) and the design of the IT performance management model (2022).
- Handled executive escalations on high-complexity technology initiatives; led financial evaluation, cost planning (OpEx/CapEx), and budget defense.
- Coordinated business and technology stakeholders around service levels, provider performance, and delivery commitments.

Product Manager, Ecommerce Continuous Improvement Jan 2017 – Sep 2017

Falabella Retail · Chile

- Led Lean Six Sigma improvement of the ecommerce customer journey in Chile across the full purchase cycle: catalog publishing, checkout and payment gateway, order release, dispatch, service levels, and returns.
- Mapped processes across areas and coordinated multidisciplinary teams to correct logistics-chain incidents and stabilize purchase and post-purchase operations.
- Delivered high-impact quick wins and prepared business cases and budget defenses for complex improvement initiatives.

Earlier experience, Falabella Retail Jul 2015 – Dec 2016

Product Manager, Customer Service and Technical Service (Aug–Dec 2016) for 17 stores, half of the national network: service-quality projects, technical-service logistics, exchange and return policy, and the department budget. Before that, Customer Service and Technical Service Analyst (Jan–Jul 2016) across 44 stores, with process design, KPIs, and performance control; Reporting and Quality Analyst (Jul–Dec 2015) for executive reporting and retail-process improvement.

EDUCATION

Commercial Engineer (Ingeniero Comercial), Business Administration

Universidad de Valparaíso · 2007 – 2014

CERTIFICATIONS

Scrum Foundations Professional Certificate (SFPC)

Scrum Master Accredited Certification — International Scrum Institute — Cert. 31234216337557

Certified Six Sigma Green Belt — International Six Sigma Institute — Cert. 44130530155729

Certified Professional in Design Thinking (CPDT) — International Scrum Institute — Cert. 16604463716968

LANGUAGES

Spanish: Native · English: C1 Advanced (EF SET 66/100) · Portuguese: Basic conversational