# Alberto A. Portillo

### Technical Product Owner

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## Work Experience

**Owner and Consultant in Product Development** Mar 2023 - Present

AP Engineering | Denver, CO

* Developer experience with Android Java, complex microservices, and AWS cloud services
* Assisted a startup in enhancing agile development environment, facilitating collaboration among 6 internal groups, 12 microservice products, and 3 programs for software delivery onto satellites
* Created and managed JIRA automation processes which increased developer productivity
* Conducted weekly meetings and coordination with the team to maintain an updated JIRA backlog
* Developed and communicated product development plans and project plans to stakeholders
* Implemented 2-week sprint cycles to prioritize MVPs and stakeholder needs effectively
* Facilitated cross-functional team collaboration within SAFe environment to optimize product quality and efficiency
* Assisted in evolving product strategy by monitoring metrics to evaluate developer productivity within the Agile environment, enhancing processes through identifying efficiency-boosting opportunities
* Developed metrics for assessing customer service success, aiding in decisions regarding headcount additions or increased developer engagement with customers
* Influenced product strategy with excellent problem-solving, organizational, and analytical skills, utilizing research, data, and industry trends to monitor metrics related to development and customer service, resulting in improved work efficiency
* Working on implementing AI tools to enhance customer support, automating searches from datasheets and product documentation for faster and more efficient responses
* Developing a proof of concept project that integrates sensors, NXP processor firmware, LTE/WiFi/BT/GPS communications, and an Android app to track business gas mileage and identify the most cost-effective time and location for refueling

**Technical Product Owner** Oct 2019 - Mar 2023

Arrow Acquisitions | Lenexa, KS

* Successfully launched a UX-centric Android forklift safety app within successfully providing AWS cloud services to warehouse managers
* Defined and prioritized business requirements into user stories, aligning product development with business objectives
* Implemented lean Agile methodology using JIRA and Confluence for release management and sprint tracking
* Managed 3-week sprint cycles as scrum master for efficient software, firmware, and hardware/software development life cycle
* Demonstrated leadership in spearheading internal development projects, optimizing team potential to deliver high-quality results on time with a team of 5 engineers
* Displayed proficiency in formulating acceptance criteria, enhancing project schedule efficiency and client satisfaction
* Took ownership of low-level software development when necessary to meet goals for the completion of the project

**Senior Embedded Systems Engineer** Jun 2018 - Oct 2019

Haldex | Kansas City, MO

* Developed C/C++ code for electric brake controllers for commercial vehicles
* Enhanced organizational processes by establishing product documentation practices for software test reporting and QA
* Increased automated testing by 25% through system analysis, user acceptance testing, and CI/CD practices
* Facilitated international meetings to share updates across global teams and time zones

**Software Engineer in Test** Apr 2013 - May 2018

Trimble Navigation | Westminster, CO

* Developed test automation software for Android applications, achieving 100% improvement over manual testing
* Implemented continuous integration testing and delivery workflows in GitLab, Jenkins, JIRA, and VS Code
* Reported testing results to cross-functional stakeholders within the SAFe environment

**Medical Test Engineer Consultant** Oct 2012 - Apr 2013

Evergreen Research | Golden, CO

* Helped develop a portable dialysis machine for a startup group with series A funding
* Black box tested software to ensure pumps and motor timing were accurate
* Tested and replaced circuit board components as necessary
* Red-lined schematics to document changes to follow FDA regulations

**Customer Success Engineer** Aug 2008 - Oct 2012

Vicon Motion Systems | Centennial, CO

* Conducted product training and support across all 50 states
* Guided customer success by teaching the correct implementation process for SW and HW, resolving issues with 90% satisfaction by providing technical support via phone, email, and Salesforce CRM
* Simulated control systems for engineering clients using data science principles on their data products and data systems

## Core Skills

Technology consulting, SaaS Products, Customer Service, SQL Queries, Software Product Management, Programming, Problem Solving, Java, C, C++

## Education

**University of Texas at San Antonio** May 2008

**Master of Science** | Electrical Engineering

**University of Texas at San Antonio** Dec 2004

**Bachelor of Science** | Electrical Engineering

## Certificates

**Certified Scrum Product Owner (CSPO)** 30/06/2023

Scrum Alliance

**Product Management Certification** 31/08/2022

Cornell University