

# JUAN MANUEL CERVANTES MATHEUS

## ENGINEER MANAGER



### CONTACT



linkedin.com/in/cervantesjuan



08029, Barcelona, Spain

### CORE COMPETENCIES

#### EXPERIENCE & LEADERSHIP

- Strategic & Technical Leadership
- Agile Product & Team Delivery
- Cross-Functional Collaboration
- Platform & Internal Tools Ownership
- Data-Driven Decision Making

#### SKILLS & PROFICIENCY

- Agile Proficiency
- Product Strategy & Execution
- Team & People Development
- Stakeholder Management
- Technical Knowledge

#### TECHNICAL EXPERTISE

- Backend & Frontend Development
- Cloud Computing & SaaS
- Artificial Intelligence (AI)
- Machine Learning Models
- Natural Language Processing (NLP)

#### AGILE METHODOLOGIES & TOOLS

- Scrum
- Kanban/Asana
- Jira
- Confluence

#### ANALYSIS & TESTING

- Functional & Technical Analysis
- QA Process Design & UAT Coordination
- Performance Monitoring
- KPI Definition & Impact Tracking

### ABOUT ME

Engineering Manager with over 10 years of experience in leading high-performing, cross-functional teams and delivering innovative, scalable, and user-centered solutions. Proven track record in building internal platforms, driving Agile transformation, and aligning engineering efforts with strategic business outcomes. I specialize in managing multidisciplinary squads

(design, sales, support, and engineering) to ensure continuous product discovery and delivery. Passionate about developing talent, fostering ownership, and creating tech strategies that not only meet expectations but exceed them by driving +20% in performance and product impact.

### EDUCATION

#### 2007 - 2012 | TELECOMMUNICATION

UNEFA | Venezuela

Bachelors Degree

#### 2005 - 2009 | INFORMATION TECHNOLOGY

IUTE | Venezuela

Advanced Degree

### COURSES & CERTIFICATIONS

#### 2019 | SCRUM ROLES

LinkedIn Learning

#### 2019 | PROJECT MANAGEMENT WITH TRELLO

LinkedIn Learning

#### 2019 | LEARNING PRINCE2 (2015)

LinkedIn Learning

#### 2016 - 2017 | IT PROGRAMMING

LinkedIn Learning

### EXPERIENCE

#### OPERATIONS MANAGER 2023 – PRESENT

Ailylabs | AI Decision -Based Intelligence Platform for Pharma, BioTech, Retail | Barcelona, Spain

**Role:** Leading Agile Transformation & Cross -Team Execution for High -Impact Delivery

- Engineering Leadership:** Directed cross -functional squads (frontend, backend, data, infra) to deliver internal platforms and AI -powered tools, ensuring velocity and engineering excellence in a highly regulated environment.
- Agile Implementation & Coaching:** Rolled out and coached Agile methodologies at scale (Scrum ), improving team delivery pace by 25% and feature quality by 30%.
- Platform Strategy & Roadmapping:** Owned the strategic roadmap for internal tooling and platform layers, aligning technical direction with company OKRs and empowering teams to build scalable, reusable components.
- Cross-Team Collaboration:** Acted as the key link between design, engineering, and business (Sales, CS), ensuring visibility, alignment, and proactive expectation management across squads.
- Data-Driven Execution:** Implemented KPI frameworks to track team velocity, technical debt, and delivery predictability, increasing roadmap accuracy by 40%.
- Technical Decision -Making:** Participated in architectural discussions with Engineering Managers and Tech Leads, pushing for decisions that balanced business impact, scalability, and developer experience.

#### INTERNAL TOOLS MANAGER 2021 – 2023

Genially | Interactive Content Creation Platform | Barcelona, Spain

**Role:** Building Internal Platforms & Driving Technical Enablement for Business Teams

- Platform Ownership & Strategy:** Led the development and evolution of internal tools, shaping the roadmap based on cross -team needs (Sales, CS, Product), increasing internal efficiency and data reliability by over 30%.
- Cross-Functional Alignment:** Acted as a bridge between business and tech, ensuring tight collaboration between frontend/backend teams and internal stakeholders to prioritize high -impact solutions.
- Agile Execution:** Facilitated Agile ceremonies and planning cycles, enabling consistent delivery and improving backlog throughput by 20%. Integrated Double Diamond practices into ideation and delivery cycles.
- Tooling & Automation:** Spearheaded implementation of tools like Zapier, Make.com, and Google APIs to automate internal workflows, saving an estimated 50+ hours/month across teams.

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### TECHNOLOGIES

#### WEB DEVELOPMENT

1. Golang
2. JavaScript
3. TypeScript
4. HTML5
5. CSS3

#### SOFTWARE DEVELOPMENT

1. Git
2. API Integration
3. SQL Integrations
4. File-Based Integrations
5. Product Integration Tools

#### DATABASES

1. MySQL
2. MariaDB
3. PostgreSQL
4. NoSQL
5. MongoDB

#### OPERATING SYSTEMS

1. Windows
2. Linux
3. MacOS

#### PRODUCTIVITY TOOLS

1. MS Office (Advanced)
2. Google Slides, Docs, Sheets
3. Zoom
4. Slack
5. Miro

### EXPERIENCE CONT'D.

5. **Technical Contribution** Participated hands-on in API design and lightweight backend work using Golang, ensuring quick iteration and empowering the dev team with clear specs and clean handoffs.
6. **Vendor Negotiation:** Lead negotiations with software vendors, analyzing and comparing new tools and third-party software.

#### TECHNICAL PROJECT MANAGER 2019 – 2021

SEIDOR | SAP Solutions and IT Consulting Services | Barcelona, Spain

**Role:** Technical Delivery & Cross-Team Leadership in Complex SAP Projects

1. **End-to-End Project Management** Led cross-functional technical projects (budgets up to €30K), from planning through execution, using ForceManager CRM and Agile principles.
2. **Team Leadership:** Managed and mentored a 4-person technical team, establishing clear responsibilities, boosting ownership, and fostering a culture of delivery excellence.
3. **Stakeholder Engagement** Acted as a key liaison between clients, suppliers, and internal stakeholders; conducted discovery workshops and project reviews to align business needs with tech capacity.
4. **Incident & Risk Management** Defined escalation and communication protocols, reducing downtime and unplanned delays by 35%.
5. **Feature Definition & Tech Collaboration:** Partnered with the product team to scope and define new SAP and CRM functionalities; executed SQL-based performance analysis to improve operational efficiency.
6. **Strategic Impact:** Delivered critical tools for internal operations and client-facing systems, contributing to client satisfaction and repeat business with key accounts.

#### SOLUTIONS ENGINEER 2019 – 2021

Inbenta | AI-Powered Conversational Platform | Barcelona, Spain

**Role:** Engineering Lead for Digital Solutions.

1. **Cross-Functional Team Leadership** Led multidisciplinary squads of up to 15 people (developers, linguists, designers) to deliver AI-based digital solutions for enterprise clients.
2. **Client-Centric Delivery:** Acted as technical point of contact for major clients (Gas Natural Fenosa, Movistar, StubHub), managing expectations, defining use cases, and leading negotiations.
3. **End-to-End Project Execution** Owned the full delivery lifecycle .from concept to post-go-live... ensuring successful rollouts of conversational platforms and custom chatbot experiences.
4. **Innovation & Enablement** Designed and deployed a custom chatbot for Gas Natural, optimizing call center efficiency and improving CSAT. Defined tailored continuous learning models for enterprise clients.
5. **SDK Migration & Technical Strategy** Migrated legacy clients to a modern JS + API SDK, reducing support costs and enabling faster product iteration cycles.
6. **Collaboration with Product** Provided client-driven insights to the product team to influence roadmap decisions and prioritize high-value features.