

# Kenneth Miralles Mora

Senior Product Manager,  
Product Owner | Systems  
Engineering Leader

## Contact



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San José, Costa Rica



[Profile](#)



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## Core Competencies

Product Ownership & Backlog Management • Agile & Scrum Methodologies • User Stories & Acceptance Criteria • Product Lifecycle Management • Stakeholder Management & Alignment • Value-Driven Prioritization • Cross-Functional Collaboration • Requirements Definition & Traceability • Risk & Dependency Management • Continuous Improvement & KPI-Driven Decisions • Software Architecture & Systems Integration • Verification & Validation (V&V) • Root Cause Analysis (RCA) • Process Improvement • System Reliability & Performance • Technical Leadership & Mentorship

**Technical Skills:** AI & Machine Learning • Data Science • Python Programming • Test Automation • OCR & Image Recognition • Software Validation • System Integration • Embedded Systems • Software Quality Engineering • KPI & Metrics Analysis

**Tools & Technologies:** JIRA • Confluence • GitLab • MATLAB • Minitab (basic/if applicable) • AWS Cloud Services • Power BI • MS Project • MS Office 365 • Salesforce CRM • AutoCAD

**Methodologies:** Agile (Scrum) • Kanban • SDLC Frameworks • V-Model • Continuous Improvement (Lean principles)

Product Owner | Senior Product Manager | Systems Engineer

## Professional Summary

Senior Product Manager with 20+ years of experience delivering data-driven and AI-enabled software solutions. Proven track record of translating complex business problems into actionable product strategies, driving adoption, and delivering measurable impact. Strong background in working with cross-functional teams, leveraging data, user feedback, and AI capabilities to build scalable, high-value products.

### Senior Product Manager System Lead at Appvance San Jose, Costa Rica | Sep 2022 – Oct 2025

- Owned and managed the product backlog in Jira, prioritizing features based on business value, customer impact, and technical feasibility
- Defined detailed user stories and acceptance criteria, ensuring clear, testable requirements for engineering and QA teams
- Acted as Product Owner within Agile Scrum teams (4 squads, 10+ engineers), leading sprint planning, backlog refinement, daily stand-ups, reviews, and retrospectives
- Coordinated end-to-end product development lifecycle across Mobile, Desktop, and API platforms, ensuring alignment with product roadmap and release goals
- Led cross-functional collaboration between engineering, QA, product management, and customer-facing teams to ensure successful delivery and integration
- Conducted product demos and stakeholder reviews, incorporating feedback into backlog prioritization and continuous product improvement
- Managed risks, dependencies, and scope changes, proactively removing blockers to maintain delivery timelines
- Ensured end-to-end requirements traceability and audit-ready documentation using Jira and Confluence
- Led development of AI-driven features (OCR, image recognition), translating business needs into practical AI solutions while aligning expectations on capabilities and limitations, improving product reliability and reducing test maintenance effort
- Monitored product performance and KPIs, using data insights and user feedback to guide prioritization and continuous improvement.
- Created product demos, training materials, and stakeholder presentations to drive product adoption and communicate business value
- Translated complex technical concepts into clear business narratives for executives, customers, and non-technical stakeholders

### Account Manager at DNAMIC AI San Jose, Costa Rica | Sep 2021 – Aug 2022

- Managed software delivery and lifecycle performance across multiple client accounts, ensuring alignment with quality, reliability, and system performance requirements.
- Led cross-functional teams (up to 7 engineers per account), facilitating communication between stakeholders, developers, and QA teams in distributed environments.
- Implemented AI testing to improve software validation efficiency and system reliability.
- Conducted root cause analysis and continuous improvement initiatives to resolve delivery and performance issues.
- Monitored KPIs and system performance to ensure service quality and customer satisfaction.

### Engineering & Operations Director at Metcal Engineering Services Curridabat, Costa Rica | Jan 2019 – Dec 2020

- Directed multidisciplinary engineering operations (40+ staff), integrating technical, quality, and service functions in a regulated environment.
- Led process improvement initiatives and root cause analysis, doubling productivity and improving system/service reliability.
- Ensured compliance with calibration standards and quality systems, supporting regulated processes and audit readiness.
- Implemented digital systems (CRM, electronic billing) to improve data integrity, traceability, and operational control using PeopleSoft ERP.
- Developed training programs emphasizing quality, communication, and cross-functional collaboration.

### IT Director at Lizzy Castro Real Estate Solutions San Jose, Costa Rica | Jun 2015 – Dec 2018

- Designed and maintained software systems (CRM, web platforms), ensuring system performance, usability, and reliability.

## Certifications

Agile-Lean Methods Scrum & Kanban,  
Artificial Intelligence (Coursera)  
Data Science (Coursera),  
Python Development (Coursera),  
Product Owner Certification

## Data Science & AI

### LIBRARIES & APIS

Apache Spark, Json, requests, urllib, BeautifulSoup, NumPy, Pandas, Scikit-learn, SciPy, ipython-sql, Apache Zeppelin, Matplotlib, Seaborn, OpenCV, Folium, Geopy, Pillow, Tesseract, Kraken, Watson Studio API, Discovery API, Speech to Text API, Text to Speech API, Chatbot API, Vison Recognition API, Facebook API, Slack API, Foursquare API, IBM Cloud, Anaconda

## Education

### MBA MARKETING

ULACIT San José  
Magna Cum Laude  
2008-10 to 2011-03

### MBA FINANCE

ULACIT San José  
Magna Cum Laude  
2009-01 to 2011-06

### MSc. ARTIFICIAL INTELLIGENCE

TEC Cartago  
Thesis Pending – 95% GPA  
1995-10 to 1999-07

### Bachelor. ELECTRONIC ENGINEERING

TEC Cartago  
1990-01 to 1995-06

## Languages

- Spanish: Native
- English: Professional Proficiency

## Citizenships

- COSTA RICA
- SPAIN

- Led process automation initiatives, improving data flow and operational efficiency across digital platforms.
- Managed end-to-end system lifecycle, including implementation, maintenance, and continuous improvement.

### UST Global at Costa Rica Delivery Director Escazu, Costa Rica | Mar 2014 – May 2015

- Led software solution architecture and delivery models (SaaS, PaaS, IaaS) for enterprise clients, ensuring scalable and integrated system solutions.
- Coordinated cross-functional engineering teams to deliver complex, multidisciplinary software systems.
- Defined technical solutions and system-level requirements aligned with customer and business needs.

### R&D Software Quality Manager at HPE Network R&D Heredia, Costa Rica | Mar 2008 – Mar 2014

- Led software quality engineering for complex, software-intensive networking systems, ensuring system integration, reliability, and performance.
- Defined and executed verification & validation strategies, including automated testing frameworks aligned with SDLC and V-model practices.
- Developed automation infrastructure, reducing test cycles from months to hours, improving system validation efficiency and coverage.
- Managed large multidisciplinary teams (50+ engineers) across software, hardware, and support functions.
- Conducted root cause analysis, defect tracking, and continuous improvement initiatives to enhance product quality.
- Established KPIs and quality metrics to support data-driven decision-making and process improvement.

### R&D Operations Manager at X-TEL Communications San Jose, Costa Rica | Jan 2001 – Dec 2007

- Led software development, testing, and system integration for telecom drive-test solutions.
- Defined product requirements and system architecture, aligning engineering execution with market needs.
- Coordinated cross-functional teams (software, QA, hardware) using Agile methodologies.
- Implemented continuous improvement and performance monitoring (KPIs) to enhance product quality.

### Project Engineer at Remec Wireless Heredia, Costa Rica | Aug 1999 – Jan 2001

- Managed NPI projects for microwave filters, high-volume manufacturing.
- improved and designed Automated Test Equipment (ATE), performance, and usability.
- Enhanced filter design and components for high-volume manufacturing.
- Received an H1B visa offer due to the impact on productivity.

### Software Quality Engineer – Baxter Healthcare Cartago, Costa Rica | Jan 1999 – Aug 1999

- Executed software validation and verification activities for medical devices, including PLC systems and calibration platforms.
- Developed validation protocols aligned with FDA 21 CFR Part 820, Part 11, and ISO 13485.
- Performed FMEA and risk management activities, identifying hazards and ensuring product safety and compliance.
- Supported Quality Management System (QMS) processes, ensuring traceability, documentation, and audit readiness.
- Collaborated with cross-functional teams (engineering, quality, manufacturing) in a highly regulated environment.

### Test Engineer – NOKIA Heredia, Costa Rica | Jul 1997 – Nov 1998

- Supported manufacturing test systems and process validation, ensuring high product quality and yield.
- Participated in process improvement and root cause analysis for production issues.