

ANDREINA GARRO

Product Manager

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Product Manager with 7+ years of experience building digital products in startup and enterprise environments. I enjoy turning complex ideas into practical solutions by working closely with engineers, designers, and customers. Curious by nature, I love learning new technologies and using AI to prototype, solve problems, and build products that create meaningful impact.

EXPERIENCE

Professional Development Sabbatical

January 2025 – Present

- Took a planned career break to deepen my expertise in AI-assisted product development and explore emerging technologies through hands-on projects.
- Built AI-powered software projects, integrating AI into research, prototyping, coding, testing, and documentation to accelerate product development.
- Continued developing product management skills by validating ideas, iterating on solutions, and exploring modern approaches to building user-centered products.

Product Manager & Operations Lead

Adoreal, Inc

January 2024 – December 2024 Chicago, IL (Remote)

- Scaled B2C growth from 0 to 1,700+ users by leading initiatives across onboarding, activation, and conversion optimization.
- Managed the payment services integration (Adyen), ensuring secure, scalable transactions and supporting recurring billing logic—a core monetization service for the platform
- Led localization efforts (EN, FR, DE, SE) using Lokalise to expand into new markets and improve conversion in non-English regions.
- Streamlined internal workflows to eliminate handoffs, boosting operational efficiency and team velocity.
- Orchestrated the product release process to ensure timely, high-quality delivery across web and mobile platforms.

Product Manager

Adoreal, Inc

April 2022 – January 2024 Chicago, IL (Remote)

- Managed the E2E product lifecycle and cross-functional delivery (Design, Engineering, Ops) for the flagship product: <https://adoreal.com>
- Drove team velocity and transparency as Scrum Master for an Agile team, delivering incremental features every week.
- Established key data pipelines using Power BI/SQL to measure product progress (conversion, engagement, churn), directly informing feature prioritization and de-risking roadmap decisions.
- Conducted user research, usability testing, and competitive benchmarking to prioritize features and guide product decisions.
- Collaborated with design and engineering to improve product flows related to sign-up, subscriptions, and account management.

EDUCATION

B.S. in Electrical Engineering

Universidad de Costa Rica

March 2013 – June 2017

STRENGTHS

Azure DevOps

Microsoft 365 & Copilot

Figma

Agile Coach

Scrum Master

Power Automate

Zapier

Salesforce

Power BI

Python

SQL Databases

GitHub Copilot

Claude

ChatGPT

Roo Code

CERTIFICATIONS

- Product Manager Nanodegree Program, Udacity (Issued Jun. 2024)
- DevOps Foundation Certification, DevOps Institute (Issued May. 2019)
- ITIL Foundation Certificate in IT Service Management, Axelos Global Best Practice (Issued May. 2019)
- Salesforce Certified Administrator, Salesforce (Issued May. 2021)

LANGUAGES

English

Spanish

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ADDITIONAL EXPERIENCE

- IT Operations Manager at Procter and Gamble (Aug. 2020 - Apr. 2022)
 - Participated in all phases of the development life-cycle for new applications, from requirements and planning to release, hyper-care, and operations.
 - Managed IT operations (L1-L3) and served as a Business Analyst for 3+ mobile apps with Salesforce backend.
 - Optimized Vendor Management using KPIs to drive improvements in operations, compliance, and security
- IT Workplace Services Associated Manager at Procter and Gamble (Oct. 2018 - Aug. 2020)
- Consultant Engineer at Universidad de Costa Rica (May. 2018 - Oct. 2018)
- Research Assistant at Colaboratorio Nacional de Computación Avanzada (CNCA-CeNAT) (Feb. 2017 - Oct. 2018)