

Manuel Becerra Perez

Product Manager / Product Owner | SaaS & AI-Enabled Workflows

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Product Manager and **Product Owner** with 5+ years building B2B SaaS and AI-driven products. Experienced across the full product lifecycle, from discovery and stakeholder alignment to backlog management, delivery, and iteration. Background in conversational AI at Cognigy and AI translation systems at Lengoo. Comfortable working between user needs, technical constraints, and business goals to deliver meaningful product improvements.

Experience

Product Support Engineer

Jun 2024 – present

Cognigy | Berlin, Germany

- **Shaped backlog priorities aligned with OKRs**, using customer insights, ticket trends, and effort estimates to support planning and reduce average resolution time **by 30%**.
- **Turned 200+ monthly customer interactions into product insights**, identifying patterns and contributing to discovery discussions with PMs, CS, and Engineering.
- **Wrote and refined user stories and acceptance criteria** to support feature improvements and bug fixes aligned with roadmap priorities.
- **Validated product changes post-release** by tracking feedback and performance, reducing repeat issues and improving customer satisfaction.
- **Collaborated on root-cause analysis by reproducing issues**, reviewing logs, and working with engineering on scalable solutions aligned with product direction.

Product Manager / Product Owner

Jul 2020 – Jun 2024

Lengoo GmbH | Berlin, Germany

- **Led end-to-end product lifecycle** from discovery to delivery for AI-powered translation products in a B2B SaaS environment.
- **Conducted 20+ user interviews across key stakeholders**, translating insights into product requirements and user stories that improved CSAT by 15%.
- **Defined and managed product roadmap based on user needs**, business goals, and data insights, increasing feature adoption by 20%.
- **Monitored product performance using KPIs and analytics tools**, running A/B tests to optimize UX and improve task completion rates by 15%.
- **Led go-to-market initiatives for product launches**, aligning Product, Marketing, and Design, resulting in 40% more website traffic and improved user engagement metric.

Skills

- Product Ownership
- Backlog Management
- Product Roadmapping
- User Story Definition
- Cross-functional Collaboration
- Stakeholder Management
- Customer Needs Analysis
- Feature Prioritization
- Delivery Coordination
- Go-to-Market
- User Research
- Product Vision

Tools & Technologies

- Jira · Confluence · Trello
- Miro · Figma · Notion · Cursor
- Postman · Swagger · GitLab
- Kibana · Grafana · Datadog
- Zendesk · Intercom · Typeform
- CMS Tools · Airtable · HubSpot
- Agile & Scrum Methodologies
- n8n · VS Code · WP · GA4

Certifications

- Spezialist:in für agiles Projekt- und Prozessmanagement IFM
- Professional Scrum Product Owner™ I (PSPO I) – Scrum.org
- Professional Scrum Master™ I (PSM I) – Scrum.org

Languages

- Spanish: Native
- English: Highly fluent
- German: Business fluent

Experience

Co-Founder & Project Manager (Freelance) Jan 2015 – Feb 2024
aneekaa studio | Spain / Germany

- **Managed end-to-end delivery** of 20+ digital products and web projects for clients including Adidas, Zalando, and Blinkist.
- **Defined product requirements**, scoped MVPs, and coordinated cross-functional teams (design, development, content).
- **Improved client product performance** through iterative UX improvements, increasing traffic by 35% and conversion rates by 20%.
- **Led stakeholder communication, prioritization, and delivery planning**, achieving 100% on-time and on-budget execution.
- **Built long-term client relationships**, achieving a 60% repeat business rate.

Education

Jan 2026 - Jun 2026 **Product Manager - AI Program**
Berlin - Germany IU Akademie

Sep 2008 - Jun 2010 **MA. Photography**
Valencia - Spain Espai D'art Fotografic

Jan 2003 - Apr 2006 **B.A. Advertising**
Bogota - Colombia Universidad Jorge Tadeo Lozano