

Juliana Albarracin

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WORK EXPERIENCE

Dell Technologies

Austin, TX

Advanced through four product and Agile delivery roles as a Program Manager supporting Dell.com, Premier checkout, SaaS platforms, and global digital commerce initiatives across engineering, UX, legal, business, and regional teams.

Product Manager

Feb 2024 - Present

- Led technical product strategy for Dell.com and Premier checkout contact workflows across 100+ countries and 300K+ global B2B customers and partners.
- Translated legal, tax, trade compliance, and regional requirements into epics, user stories, acceptance criteria, and technical specifications in JIRA, Azure DevOps, and Confluence.
- Partnered with 9 engineers and 3+ architects to align architectural decisions, resolve dependencies, and reduce cross-team blockers.
- Prioritized quarterly roadmaps using customer feedback, Glassbox data, legal requirements, and business priorities to reduce page abandonment and support tickets by approximately 40%.

Cross Product Lead

Feb 2023 - Feb 2024

- Unified 15 product teams around shared navigation goals and delivery priorities, improving cross-functional collaboration and productivity by 30%.
- Coordinated product alignment across Americas, APJ, EMEA, engineering, legal, UX/UI, and regional teams to launch compliance features within legal timelines.
- Presented feature demos, roadmap updates, customer insights, and risk considerations to VP-level stakeholders quarterly, incorporating leadership feedback into execution plans.

Software-as-a-Service Product Manager

Sep 2022 - Feb 2023

- Designed unified communications platform capabilities that improved product visibility and reduced technology failures by 65% across SaaS stakeholder workflows.
- Managed product backlog, feature prioritization, and release readiness across engineering and business teams, increasing operational efficiency by 40%.
- Coordinated twice-monthly release cycles with engineering, QA, UX, and regional partners, keeping priority launches ready approximately 2 weeks ahead of deadline.

Scrum Master

Feb 2021 - Sep 2022

- Led Agile delivery for 3 cross-functional engineering teams, facilitating ceremonies, removing blockers, and strengthening product development workflows.
- Increased product operating model maturity from 31% to 54% by standardizing Agile practices, improving alignment, and reinforcing delivery accountability.
- Partnered with product managers, architects, and engineering leads to resolve dependencies and improve team velocity by 20% across product delivery initiatives.

EDUCATION

University of Miami

Miami, FL

Bachelor of Science in Software Engineering

Dec 2020

CERTIFICATIONS

Certified ScrumMaster (CSM) | Aug 2020

SKILLS

Product Management: Product Strategy | Roadmap Development | Technical Requirements | Backlog Management | Product Launches | Release Readiness | eCommerce | Payments | SaaS | Regulatory Compliance
Technical & Analytics: JIRA | Confluence | Azure DevOps | Figma | PowerBI | Glassbox | AWS | HTML/CSS | Java | JavaScript | C++ | Swift | Dart

Leadership: Engineering Partnership | Stakeholder Management | Executive Communication | Agile/Scrum | Dependency & Risk Management | Customer Journey Mapping | A/B Test Analysis

AI & Workflow Tools: Windsurf | Claude | AI-Assisted Documentation | Requirements Gathering | Prioritization