

Francisco Bersachia

Project Manager | Product Owner

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PROFESSIONAL SUMMARY

Project Manager and Product Owner experienced in digital products, functional analysis, QA, support, and process improvement. I coordinate hybrid teams and stakeholders across Engineering, Design/UX, and Product, and design AI-assisted automations to improve delivery time, traceability, and quality.

PROFESSIONAL EXPERIENCE

Autoconecta · Project Manager

Jun 2023 – Present

Buenos Aires · Full-time employee

- Accountable for the projects delivered by a 9-person hybrid team: 4 Backend Engineers, 1 Frontend Engineer, 2 Functional Analysts, 1 Technical Lead, and 1 PM; additional coordination with Design/UX and Product.
- Coordinate SUATS workstreams covering traffic violations, vehicle taxes, stamps, public services, and fleets within an ecosystem serving more than 500 government organizations; Jira, two-week sprints, and a Scrum/Kanban approach.
- Reduced implementation time from two weeks to 48 hours and daily support workload from approximately 60% to under 10% through standardization, automation, and process improvement.
- Designed an AI-assisted document automation workflow to improve traceability, reduce errors, and accelerate response times.

The Flock · Buenos Aires City Ministry of Education · Functional Analyst

May 2025 – Sep 2025

Temporary contractor · SITED

- Conducted technical and functional assessments, provided level 3 support, worked with databases, and prepared documentation for end users and engineering teams.
- Supported incident resolution and change validation for SITED, the Ministry's digital credentials platform.

Gestión y Servicios SRL (GyS) · Systems Manager

Nov 2021 – Jun 2023

Buenos Aires

- Led an 8-person department: Engineering (4), Support (3), and Design (1), working directly with management and department leaders.
- Coordinated products and integrations with insurance carriers, service providers, and insurance brokers in the context of organizational growth from fewer than 20 to around 100 employees before I joined.
- Led a new CRM that consolidated three legacy systems and the modernization of processes, databases, and documentation.

Earlier technical support experience

2018 – 2021

- **Telecentro** (Mar–Nov 2021): diagnosed and resolved connectivity and service issues for residential customers.
- **CEDIAC** (Jan–Mar 2021): supported users, networks, servers, equipment, and diagnostic software across three locations.
- **National University of Quilmes** (Sep–Dec 2018): provided user support and assisted with infrastructure and technical documentation.

EDUCATION

National University of Quilmes · B.B.A.

in progress

4 of 24 courses completed; 2 courses currently in progress.

SKILLS

Management & product: Project Management, Product Ownership, functional analysis, stakeholders, requirements, QA, support, Scrum, Kanban, Jira.

Processes & technology: AI-assisted automation, documentation, MySQL, PostgreSQL, JSON APIs, XML web services, cloud, DigitalOcean, SiteGround.

Languages: Spanish (native) · English (B2).