

RAQUEL GALINDO

Senior Product Manager

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Spanish citizen · Eligible to work across the EU · Open to worldwide remote

PROFESSIONAL SUMMARY

Senior Product Manager with 7 years of experience across e-commerce, payments and loyalty products, spanning Alibaba's Miravia marketplace, Comercia Global Payments' banking partnerships, and Majid Al Futtaim's regional loyalty and payments platform. Track record of translating commercial goals into measurable product outcomes, with hands-on experience integrating AI into product discovery, delivery and operations.

CORE EXPERTISE

Product Strategy & Roadmapping · Agile & Scrum Delivery · OKR/KPI-Driven Planning · Loyalty & Payments Products · A/B Testing & Experimentation · Customer Discovery & User Research · Cross-functional & Stakeholder Leadership · Banking & PSP Integrations · Payments/PSP SaaS Platforms · Go-to-Market Strategy · AI-Augmented Product Workflows (ChatGPT, Claude, MCP)

PROFESSIONAL EXPERIENCE

Senior Product Manager | Majid Al Futtaim – Loyalty & Payments · Dubai, UAE Oct 2025 – Present

Leading product initiatives for a regional loyalty and payments platform serving 500k+ monthly active users and supporting billions of AED in annual transaction volume across 5 GCC and MENA markets (UAE, KSA, Egypt, Bahrain, Oman).

- Redesigned the co-brand card acquisition flow and ran an A/B test across 4 banner variants, increasing UAE co-brand card acquisition by 15%.
- Launched a new Welcome Bonus initiative with a real-time redemption tracker, growing app downloads among cardholders by 13% and welcome bonus redemption by 27%, while improving NPS and engagement.
- Own end-to-end product strategy, discovery and delivery across mobile and web, leading cross-functional teams across Engineering, Design, Analytics and Business.
- Integrated AI into day-to-day product operations, reducing time spent on discovery, documentation and planning.

Senior Product Manager, APP | Orbidi · Remote

Jan 2025 – Oct 2025

B2B MarTech SaaS

- Owned the end-to-end product roadmap and KPIs for a 0-to-1 B2B SaaS marketing tool for SMEs, partnering directly with the CEO on pricing strategy.
- Redesigned pricing with bundled offers and launched an A/B-tested referral program, validated against a holdout control group, driving 15% user growth over a 5-month period.
- Led customer discovery with SME business owners to uncover pain points and shape onboarding, engagement and retention improvements.
- Line-managed 1 Product Manager, alongside a cross-border development team based in Colombia.

Senior Product Manager | Comercia Global Payments · Remote

Oct 2022 – Jan 2025

Payments – Fintech

- Defined the product flow for Pay by Link, increasing usage by 17% and repeat usage by 21%.
- Led product for Plazox, building Comercia's own BNPL solution for a network of Spanish banks.
- Personalized PSP integration and checkout experience for major retail and travel brands across card schemes (Visa, Mastercard, Amex) and Pay by Bank methods including Bizum.
- Line-managed a team of 2 Product Managers, partnering with regional banks and executive stakeholders to align engineering, design, analytics and business leadership around measurable customer outcomes.

Product Manager | Alibaba Group – Aliexpress & Miravia · Madrid, Spain

Mar 2021 – Oct 2022

Marketplace – Ecommerce

- Led discovery for integrating social commerce into Miravia's core shopping flow as part of the marketplace's launch.
- Built a vendor onboarding flow, including product upload, cutting full seller onboarding time from 4 days to 2.
- Integrated Bizum as an alternative payment method in the late-stage buyer funnel, increasing payment acceptance by 16%.
- Reduced repeated search attempts by 9% through search personalization and related-search suggestions.

Product Business Manager | Extia · Barcelona, Spain

Mar 2020 – Feb 2021

HRTech

- Led market opening research to identify new business opportunities, niches and potential fusions for the Spanish market.
- Managed a website project for onboarding new users and site internationalization, coordinating developers, UX/UI designers and internal stakeholders.
- Recruited and managed a team of consultants while shaping business strategy and efficiency analysis.

Account Manager | HousingAnyWhere · Rotterdam, Netherlands

Jul 2019 – Mar 2020

Marketplace – Ecommerce

- Onboarded 300 new property listings and brought on 95+ new owners through B2B and B2C client acquisition.
- Ran email campaigns and cold outreach, connecting over 400 calls per month to identify and close new business.
- Supported client success through platform training, inventory optimization and translations.

AI PRODUCT BUILDING & WORKFLOW

raquelgalindo.io · Dec 2025 – Present, alongside full-time role

- Designed and built an AI voice reservation assistant for a hospitality client, combining a Cloudflare Worker CORS proxy, OpenAI text-to-speech and n8n workflow automation, delivered with a client-facing proposal and portfolio case study.
- Built two consultancy websites (English and Spanish) featuring an AI savings calculator and a lead-capture chatbot, both GDPR/PDPL-compliant with Google Analytics and Microsoft Clarity tracking.
- Design and deploy workflow automations using Make and n8n, and use ChatGPT, Claude and MCP integrations across Jira, Confluence, Excel and Canva to accelerate discovery, PRDs and product operations.
- Built an AI-powered marketing agent to support campaign workflows at Majid Al Futtaim, and a personal product portfolio with GA4 tracking and UTM-based attribution modeling.

EDUCATION

Bachelor's in International Marketing & Business — ESCI-Universitat Pompeu Fabra, Barcelona

LANGUAGES

Spanish (native) · English (fluent) · German (basic)