

Patricia Álvarez Suárez

Product & Programme Manager | Digital Products, Transformation & Applied AI

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PROFESSIONAL SUMMARY

Every role I have had started with something that did not exist yet: a product, a team, a way of working. Making it work, and making it last, is what I do best. Product & Programme Manager with **9+ years** at Accenture, embedded in Zurich's and Generali's teams: launching digital insurance products end to end, building **B2B2C partner platforms**, running transformation governance and core-platform programmes, and applying **AI** to how teams work. I combine product ownership, multi-vendor delivery and people leadership, and I learn whatever the problem needs.

KEY ACHIEVEMENTS

- Launched **6 insurance products** from scratch across Zurich Klinc and Generali, most recently Household on Generali's new core platform in ~10 months (less than half the ~2 years Motor took), cutting policy issuance from ~15 to ~5 minutes.
- Built a reusable B2B2C partner model (Orange, MediaMarkt, Xiaomi, AliExpress) that cut partner time-to-market from 6–7 months to **under 3**.
- Built the transformation governance adopted as the standard across **every transformation track** at Generali España.
- Designed AI agents that cut requirements, reviews and test checks from **8–10 hours a week to 1–2**, adopted by ~50% of a ~50-person programme team.
- Grew the Klinc team from ~10 to ~30 people and Accenture's team on the Generali account from **6 to 16**.

PROFESSIONAL EXPERIENCE

Accenture · Barcelona, Spain · Oct 2017 – Nov 2026

Promoted from Analyst to Manager in under 4 years (Analyst to Consultant in 20 months vs. the usual ~3 years) · Mentor to three consultants for three years

Generali España (client) · Mar 2023 – Oct 2026

Insurance in a Box: migration of the full insurance core to RGI PASS · Spain as the Group's front-runner market · run fully in English

Stream Leader & Product Manager · Household · Nov 2025 – Oct 2026

- Delivered the first Household product on the new core platform from definition to go-live in **~10 months**, cutting policy issuance from ~15 to ~5 minutes with a simplified quote-and-buy flow and cadastre-based address lookup.
- Recommended moving the go-live from July to **September 2026** with UAT data and launch scenarios presented to the CEO and executive team; the product went live stable, with few incidents.
- Phased the release to protect the milestone: release 1 covered primary residences (**~60% of business volume**), the rest followed one month later. Led a ~5-person business team, owned Product Configuration and Quote & Buy, and ran UAT and release management.
- Built four Rovo AI agents across requirements, story review, test coverage and UAT status, and automated daily UAT reporting to the C-level with Power Automate and a Claude agent.

PMO · Liberty Seguros integration (End User Services & IAM) · Mar – Nov 2025

- Ran the PMO of a post-merger integration stream across Spain, Ireland and Portugal and **met every TSA and vendor deadline**: ~5,000 mailboxes migrated, ~1,500 laptops delivered and ~600 applications decoupled.

Co-Program Manager · Insurance in a Box · Mar 2024 – Mar 2025

- Supported the client's Program Manager in running the core platform migration across **15+ workstreams** and multiple vendors, with executive reporting to the C-level; co-designed the wave-based agent rollout and launched its 40-agency pilot.

Head of Digital Transformation Office · Mar 2023 – Mar 2025

- Built the transformation governance from scratch (cadence, initiative charters, tracking and escalation criteria) and rolled it out as the **standard across every transformation track**, aligned with Generali Group.

Account lead · Accenture's Generali account (in parallel) · Mar 2023 – Sep 2026

- Grew the team from 6 to 16 people, building the **commercial case** for each expansion and owning billing, rate negotiation and contracts.

Zurich Klinc (client) · Oct 2017 – Mar 2023

Zurich Spain's digital insurance platform, launched in 2018 as Spain's first on-demand insurance · Efma-Accenture gold, 2019

Manager & Product Owner · Household and Health · Jun 2021 – Mar 2023

- Launched Klinc Household end to end in **under 6 months**, coordinating 5 technology vendors on a one-week dependency horizon with mocks and backlog re-sequencing so no team was blocked.
- Owned the technical build of a new **design system** (reusable component library) and shaped the Klinc Health purchase journey on DKV's core.
- Grew the team from **~10 to ~30 people** across 4 teams with full line management (hiring, performance reviews, staffing, billing), and the account by €100K year over year.

Partner integrations & localisation · 2020 – 2022

- Led B2B2C integrations with Orange, MediaMarkt, Xiaomi and AliExpress on reusable APIs, cutting partner time-to-market from 6–7 months to **under 3**; as Product Owner, implemented Lokalise for France and Germany, decoupling content changes from code releases.

IT Project Manager · Motor · 2020 – May 2021

- Technical lead across all delivery vendors to launch Klinc's **first fully digital motor insurance**, from concept to go-live, with a 10-person agile team.
- Unblocked a three-package quote the core could not price in one call with an interim middleware calculation, **with no impact on conversion**, and pushed to return pricing to the back-end.

Product Owner · Personal mobility insurance · 2019

- Launched a fully digital personal mobility insurance in **5 months**, insuring the rider rather than the vehicle, with a 12-person Scrum team.

Earlier roles · Oct 2017 – 2019

- Business Project Manager for Klinc's digital life insurance (4-person product and actuarial team) and PMO Analyst for the Zurich account (~200 people).

PROJECTS

YOS Coaching · Independent Product Consultant & PM · public-speaking school, in definition · Sep 2026 – Present

- Reframed the brief into a student self-service problem, aiming at less operational work for the founders and more autonomy for students; ran a hands-on build-vs-buy benchmark of three booking tools and designed a 13-screen interactive prototype.

TRACKBORN · Founder & Product Manager · own SaaS product, in development · 2026 – Present

- Research, product definition, design and an AI-assisted build (React, TypeScript, Supabase) with privacy by design; first version tested against real data, now shaping the MVP.

Talent & Go · Master's final project, team of 4 · 2024 – 2025

- Proposed the idea for a career-orientation platform and, within the team, focused on research design (12 interviews, 160 survey responses) and the Figma prototype. Research reframed the problem from training to career orientation; **2nd out of 8** final projects.

EDUCATION

Master in Digital Product Management · Nuclio Digital School · 2024 – 2025

Master in Industrial Engineering · Universidad de La Laguna · 2014 – 2016

Bachelor's Degree in Electronic & Automation Engineering · Universidad de La Laguna · 2010 – 2014

CERTIFICATIONS

Certified Scrum Product Owner (CSPO), Scrum Alliance, 2022 · **Certified Scrum Master (CSM)**, Scrum Alliance, 2020 · A/B Testing in Digital Products, Platzi, 2026 · Growth: Marketing & Product for Business Growth, Platzi, 2026

SKILLS

- **Product:** product strategy and roadmap · product discovery and user research · MVP scoping and phased releases · user stories and acceptance criteria · MoSCoW · user story mapping · product KPIs and OKRs · go-to-market
- **Programme & delivery:** programme and project management · SDLC · Agile, Scrum, Kanban · UAT and SIT · release management · multi-vendor delivery · risk and dependency management · governance and PMO
- **Business & operations:** process mapping (AS-IS / TO-BE) · service blueprints · SWOT · Lean Canvas · build vs. buy · change management · stakeholder management to C-level
- **AI & tools:** AI agent design (Rovo, Claude, ChatGPT) · Claude Code · Copilot · Power Automate · n8n · Jira and Confluence · Azure DevOps · Figma · React · TypeScript · Supabase

LANGUAGES

Spanish: native · **English:** full professional proficiency (programmes run entirely in English)