

Irvin Sebastian Garcia Flores

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PROFESSIONAL PROFILE

Programmer and Operations Manager with +5 years in the leadership of technology projects, process optimization and strategic solutions development of strategic solutions for companies in various industries. I possess a unique combination of technical and commercial and business skills, which allows me to deliver customized solutions that improve both operational efficiency and customer experience. customer experience.

My experience includes the implementation of end-to-end systems design, software development, and management of high-value B2B relationships, focusing on measurable results such as increased sales and long-term customer retention. long-term customer retention. Leading multi-disciplinary teams, optimized internal operations, where I drove operational improvements that resulted in a 70% increase of resulting in a 70% increase in efficiency. My focus on innovation and continuous improvement allows me to adapt quickly to dynamic adapt quickly to dynamic environments and face new challenges with a proactive mindset.

PROFESSIONAL EXPERIENCE

Alibre.io [Fintech, B2B2C]

Chief Operating Officer

Tijuana, México — July 2019 - August 2024

- Led the operational strategy, optimizing processes and improving the customer experience, which has increased satisfaction and usability of key products.
- Developed and maintained a comprehensive design system ensuring product consistency and quality.
- Worked closely with development and product teams to implement effective UX/UI designs.
- Conducted market research and user analysis to guide design direction and business decisions.
- Responsible for developing financial projections and feasibility studies for new business partnerships.
- Led the development of an internal ERP, which improved operational efficiency by 70% and saved the technology team more than 10 hours per week.

Alibre.io [Fintech, B2B2C]

Software Developer

Tijuana, México — June 2018 - July 2019

- Developed applications that optimized technical functionality and improved user experience.
- Worked in all phases of the software development lifecycle, providing innovative technical solutions.
- Performed unit testing to ensure quality and optimization of applications.

Alibre.io [Fintech, B2B2C]

Internship

Tijuana, México — January 2018 - June 2018

- Learned and applied clean code principles in the development of a simple application, which extracted data using an API and stored the information locally.
 - Collaborated with the team to improve the technical performance and optimization of the applications.
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EDUCATION

Tecnológico Nacional de México Campus Tijuana

Computer Systems Engineering

Tijuana, México — July 2018 – June 2019

- Participated in the National Student Event of Technological Innovation, reaching the last phase presenting their project at a national level.

CECyTE BC

Programmer Technician

Tijuana, México — July 2016 – June 2018

- Participated in the “DUAL Model”, is a German educational model designed for high performance students, with an education process that combines studies with a theoretical phase (classroom) and a practical phase (company).

TECHNICAL SKILLS AND COMPETENCIES

- **Technical Sales and Consulting:** Ability to understand and solve complex technical customer issues, providing tailored solutions that drive sales growth.
- **B2B Relationship Management:** Experience building long-term relationships with customers from diverse industries, ensuring their satisfaction and repeat business.
- **Software Development:** Proficiency in key technologies such as JavaScript, Vue.js, HTML/CSS and SQL, allowing me to provide a deep technical focus on proposed solutions.
- **Market Analysis and Business Strategy:** Ability to perform market research and user analysis to guide the direction of product design and sales strategies.
- **Multidisciplinary and Adaptable:** Experience working with development, product and legal teams, as well as negotiating contracts and commercial agreements.

LANGUAGES

Spanish - Native

English - B1

CERTIFICATIONS

Project Management Course with PMBOK - Platzi (2023)