## **SEBASTIAN OCHOA ALVAREZ**

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July 2, 2025 Sarina M. Simpson Clean Earth

SUBJECT: Application for Change Management Manager at Clean Earth

Dear Sarina M. Simpson,

I am writing to express my strong interest in the Change Management Manager position at Clean Earth, as advertised on LinkedIn. With over 10 years of experience leading complex technology and process transformations, I have developed a deep expertise in the core principles of Organizational Change Management (OCM) by guiding organizations through significant operational shifts.

Throughout my career, I have been responsible for implementing new methodologies like SAFe and Scrum across large, globally distributed teams. This work was fundamentally about managing change: I developed comprehensive strategies to drive adoption, created communication plans to ensure stakeholder buy-in from engineers to C-level executives, and coached teams to minimize resistance and embrace new ways of working. My experience directly aligns with the responsibilities of developing change plans, conducting impact and stakeholder analyses, and ensuring successful transitions.

For example, at Globant, I led the Agile transformation for clients like Royal Caribbean and Dick's Sporting Goods. This involved creating and executing training programs, establishing new communication cadences, and continuously monitoring metrics (KPIs/OKRs) to measure the effectiveness of the change and ensure it delivered on business objectives. I am adept at working in high-pressure environments, navigating ambiguity, and integrating with diverse business units to achieve unified goals.

My background in project management has equipped me with a structured, adaptive approach to facilitating smooth transformations and optimizing organizational effectiveness. I am confident that my practical experience in leading successful change initiatives makes me an excellent candidate for this role.

Thank you for your time and consideration. I look forward to the possibility of discussing my qualifications further.

## Sincerely,

Your Name CAREER\_SUMMARY: Adaptive Project Manager with 10+ years of experience leading organizational transformations and delivering complex digital projects across diverse industries. Expert in driving the adoption of new technologies and methodologies (Agile, SAFe) for global teams. Skilled in creating and executing change strategies, stakeholder engagement, and executive reporting to ensure successful transitions and achieve key business objectives. SKILLS\_TITLE\_1: Change Management & Strategy SKILLS\_DESC\_1: Organizational Change Management (OCM), Stakeholder Analysis & Engagement, Change Impact Assessment, Communications Planning, Resistance Management, Training & Coaching. SKILLS\_TITLE\_2: Program & Project Management

SKILLS\_DESC\_2: Agile Methodologies (SAFe, Scrum, Kanban), Project Lifecycle Management, KPI & OKR Tracking, Budget & Scope Control, Risk Management, Executive Reporting (RAG). SKILLS TITLE 3: Leadership & Operations SKILLS DESC 3: Cross-Functional Team Leadership, Performance Optimization, Process Improvement, Release Management, Production Support Strategy, RFP Analysis & Proposal Development. SKILLS\_TITLE\_4: Technologies & Platforms SKILLS\_DESC\_4: Cloud (AWS, GCP), AI & GenAI Solutions, Enterprise Systems (CRM, ERP), JIRA, Confluence, SDLC Management, E-commerce Platforms. JOB\_TITLE\_GLOBANT: Project Manager COMPANY\_SUMMARY\_GLOBANT: A digitally native company reinventing businesses through innovative technology solutions, AI, and software consulting for global enterprise clients in various industries. COMPANY BULLET 1 GLOBANT: Spearheaded Agile (SAFe) transformation for Royal Caribbean, coaching 3 teams and boosting delivery predictability to align with quarterly business goals. COMPANY BULLET 2 GLOBANT: Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading teams through a complex Core Web Vitals optimization initiative. COMPANY\_BULLET\_3\_GLOBANT: Orchestrated stakeholder communications, translating complex project data into RAG status reports for C-level review to facilitate strategic decision-making and ensure alignment. JOB\_TITLE\_MANGOSOFT: Project Manager COMPANY\_SUMMARY\_MANGOSOFT: A software development firm delivering custom solutions for media, sports, and healthcare industries by leveraging cloud services and big data technologies. COMPANY\_BULLET\_1\_MANGOSOFT: Implemented Scrum methodologies for Concacaf, standardizing workflows and delivering new media streaming features that enhanced fan engagement platform stability. COMPANY\_BULLET\_2\_MANGOSOFT: Managed the end-to-end lifecycle for a new voice-to-text healthcare app, leading to successful user adoption and improved clinician workflow efficiency. COMPANY\_BULLET\_3\_MANGOSOFT: Led the implementation of AWS-based imaging data transfer solutions for clinics, improving data accessibility and integration with patient portal systems. JOB\_TITLE\_TIPI: Technical Project Manager COMPANY\_SUMMARY\_TIPI: A technology company providing integrated hardware and software solutions, including bodycams and management software, for public safety and healthcare organizations. COMPANY BULLET 1 TIPI: Led the end-toend deployment of a bodycam and software solution for the Colombian Police, successfully rolling out over 3,000 devices nationwide. COMPANY\_BULLET\_2\_TIPI: Established the operational support workflow for new hardware/software systems, ensuring seamless user adoption and high uptime for mission-critical public safety tools. COMPANY BULLET 3 TIPI: Directed the implementation of a nurse call system across 10+ hospitals, improving patient care response times and streamlining communications. JOB\_TITLE\_ITBIGBOSS: Technical COMPANY\_SUMMARY\_ITBIGBOSS: A SaaS provider delivering point-of-sale (POS) and business management software for restaurants, fitness, and retail sectors across Latin America. COMPANY\_BULLET\_1\_ITBIGBOSS: Led the full SDLC and implementation of a SaaS POS system, driving adoption by over 1,000 small businesses and increasing market penetration. COMPANY\_BULLET\_2\_ITBIGBOSS: Managed complex system integrations with biometrics, payment processors, and accounting apps, enhancing product value and streamlining client business operations. COMPANY BULLET 3 ITBIGBOSS: Directed product development and operational support, delivering continuous feature enhancements that maintained high customer satisfaction user base. JOB\_TITLE\_BODYTECH: reduced churn for а growing COMPANY\_SUMMARY\_BODYTECH: A leading chain of health and fitness centers in Latin America providing comprehensive wellness services and medical sports training across multiple countries. COMPANY\_BULLET\_1\_BODYTECH: Led the company-wide implementation of Microsoft Dynamics CRM & ERP, transforming sales, billing, and operational processes across more than 60 locations. COMPANY\_BULLET\_2\_BODYTECH: Managed IT infrastructure expansion into Colombia, Peru, and Chile, establishing the technology backbone that supported rapid business growth and standardized operations. COMPANY BULLET 3 BODYTECH: Established the corporate IT Service Desk from

scratch, implementing employee productivity.	support	processes	that	improved	system	uptime	by	20%	and	enhanced