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July 31st, 2025

Hiring Manager

Lumenalta

SUBJECT: Application for Client Delivery Manager at Lumenalta

Dear Hiring Manager, I am writing to express my enthusiastic interest in the Client Delivery Manager position at Lumenalta, as advertised on LinkedIn. Your company's reputation for building technology with a big business impact and driving digital transformation across key industries like healthcare, finance, and consumer products strongly resonates with my professional experience and career aspirations. I am particularly drawn to your focus on acting as a trusted advisor to clients, a role I have passionately fulfilled throughout my career.

In my recent role as a Senior Project Manager, I was challenged with enhancing the digital e-commerce presence for a major retail client, Dick's Sporting Goods. The problem was a slow user experience that negatively impacted customer engagement and sales. I took action by leading a 30+ person global team to implement a strategic roadmap focused on Core Web Vitals. The result was a 40% improvement in platform performance, which directly boosted user satisfaction and supported the client's business growth objectives.

Similarly, when managing a large-scale program for Royal Caribbean, the goal was to deliver multiple high-impact digital products, including an AI-powered guest chatbot and new onboard service applications. I acted as the central point of contact for executive stakeholders, coordinating multiple cross-functional teams and managing the entire project lifecycle, from initial proposal to final delivery and support. This leadership ensured all projects were delivered on time and within budget, significantly enhancing the guest journey and strengthening our strategic partnership with the client.

My 10+ years of experience in project leadership, client relationship management, and strategic execution for complex technology initiatives align perfectly with the requirements of this role. I am adept at navigating technical discussions while maintaining a sharp focus on business outcomes, and I am confident in my ability to drive client success and contribute to Lumenalta's continued growth.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experience can benefit your team.

Sincerely,

Sebastian Ochoa Alvarez