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July 31st, 2025

Hiring Manager

OnePay

SUBJECT: Application for Product Operations - Project Manager at OnePay

Dear Hiring Manager,

I am writing to express my enthusiastic interest in the Product Operations - Project Manager position at OnePay. Your mission to help people achieve financial progress resonates deeply with my professional experience, particularly my work in delivering innovative financial technology solutions that directly impact users' financial lives.

In my role at Globant, I faced the challenge of managing a complex digital transformation for Banco de Chile. I led a cross-functional team of over 100 professionals to develop and launch a new mobile banking app. By implementing a Scrum of Scrums framework and defining clear KPIs, we successfully delivered the application, enhancing customer engagement and providing users with critical financial management tools.

The need to leverage new technologies for efficiency is a recurring theme in my career. For Royal Caribbean, I was tasked with improving the guest experience through AI. I managed the end-to-end launch of a Google AI Chatbot, which involved coordinating with multiple stakeholders, defining project scope, and overseeing the technical implementation. This resulted in a streamlined digital concierge service, improving customer satisfaction and demonstrating the power of AI in a consumer-facing product.

I am adept at building frameworks and owning project management tools to drive results in ambiguous environments. I thrive on creating structure from scratch, as I did when defining and staffing teams of over 150 positions and implementing new Agile methodologies. My ability to manage external partner relationships, coupled with my experience presenting concise, 'need-to-know' status reports to C-level executives, ensures all stakeholders are aligned and projects are delivered successfully.

My background in project management, financial services, and AI implementation aligns perfectly with the requirements of this role. I am confident I have the drive and skills to be a builder and an executor on your team and contribute to OnePay's mission.

Sincerely,

Sebastian Ochoa Alvarez