SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochoaalvarez

July 2, 2025
Not identified
Seacoast Service Partners

SUBJECT: Application for Project Manager at Seacoast Service Partners

Dear Hiring Team,

I am writing to express my strong interest in the Project Manager position at Seacoast Service Partners, as advertised on LinkedIn. With over 10 years of experience leading complex system implementations and driving operational efficiency, I am confident in my ability to contribute to your team's success.

My background is centered on planning, executing, and delivering cross-functional initiatives aimed at improving business processes. While my direct experience is with platforms like Salesforce CRM, custom ERPs, and SaaS solutions rather than ServiceTitan, my core competency lies in rapidly mastering and optimizing mission-critical operational systems. For instance, I led the end-to-end implementation of Salesforce for a major client, automating sales and service workflows, and managed the deployment of integrated hardware/software solutions across more than 60 business locations in a previous role.

My key qualifications include:
- Leading new system implementations, upgrades, and operational improvement projects.
- Analyzing and optimizing business processes to achieve standardization and automation, resulting in up to 40% performance gains in past projects.
- Collaborating with department leads, vendors, and IT partners to ensure seamless system integration and alignment with business goals.
- Developing comprehensive project plans, providing user training, and establishing post-implementation support and performance tracking.

I am a proactive problem-solver, adept with project management tools like Asana and MS Project, and am eager to apply my skills within the field service industry. I am a quick learner, ready to become an expert on the ServiceTitan platform and help drive operational excellence at Seacoast Service Partners.

Thank you for your time and consideration. I look forward to discussing how my experience can benefit your organization.

Sincerely,
[Your Name] CAREER_SUMMARY: Adaptive Project Manager with 10+ years of experience leading complex system implementations and operational improvements across service-based industries. Expert in optimizing business processes and deploying critical platforms (CRM, ERP, SaaS) to enhance efficiency and user adoption. Skilled in hybrid and Agile methodologies, managing cross-functional

teams, vendor liaison, and delivering projects on-time and within scope.

SKILLS_TITLE_1: Project & Operations Management SKILLS_DESC_1: Full Project Lifecycle, Scope & Budget Control, Vendor Management, Cross-Functional Leadership, Stakeholder Reporting, Risk Management. SKILLS_TITLE_2: Platform & System Implementation SKILLS_DESC_2: CRM & ERP Deployment (Salesforce, Dynamics), SaaS Platform Rollout, System Integration & Upgrades, User Training & Adoption, Production Support. SKILLS_TITLE_3: Process Optimization & Analytics SKILLS_DESC_3: Business Process Analysis & Improvement, Workflow Automation, Performance Metrics (KPIs/OKRs), Data-Driven Reporting, Operational Efficiency Improvement. SKILLS_TITLE_4: Methodologies & Tools SKILLS_DESC_4: Agile (Scrum, Kanban), Waterfall, Hybrid Models; Jira, Confluence, Asana, MS Project, Microsoft Office Suite, Google Cloud, AWS. JOB_TITLE_GLOBANT: Project Manager COMPANY_SUMMARY_GLOBANT: A digitally native consulting company using AI and innovative technologies to reinvent business. Focuses on creating software products for top-tier global clients. COMPANY_BULLET_1_GLOBANT: Managed implementation of guest service apps for Royal Caribbean, enhancing operational efficiency and integrating AI-driven features to improve customer experience and onboard services. COMPANY_BULLET_2_GLOBANT: Led a cross-functional team to optimize Dick's Sporting Goods' e-commerce platform, achieving a 40% performance improvement through Core Web Vitals implementation. COMPANY_BULLET_3_GLOBANT: Directed the end-to-end Salesforce CRM implementation for Abastible, automating sales and service workflows and improving partner distribution and order management systems. JOB_TITLE_MANGOSOFT: Technical Project Manager COMPANY_SUMMARY_MANGOSOFT: A software development firm specializing in custom digital solutions, including media streaming platforms and cloud-based healthcare applications for US and international clients. COMPANY_BULLET_1_MANGOSOFT: Led full lifecycle development and implementation of a media management platform for Concacaf, including post-launch hyper-care and support to ensure high system stability. COMPANY_BULLET_2_MANGOSOFT: Delivered a voice-to-text system for healthcare professionals, automating procedure documentation and improving operational workflow efficiency within partner clinics and hospitals. COMPANY_BULLET_3_MANGOSOFT: Implemented a cloud-based imaging data transfer solution for clinics, streamlining the integration with patient portals and improving physician access to critical data. JOB_TITLE_TIPI: Technical Project Manager COMPANY_SUMMARY_TIPI: A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors, focusing on IoT and data management. COMPANY_BULLET_1_TIPI: Managed the deployment of over 3,000 bodycam units for the Colombian Police, overseeing the hardware rollout, software integration, and operational support workflows. COMPANY_BULLET_2_TIPI: Led the implementation of nurse call and asset tracking systems for 10+ hospitals, improving on-site communication speed and operational

efficiency for medical teams. COMPANY_BULLET_3_TIPI: Directed the complete software development life cycle for management platforms, ensuring quality, on-time delivery, and full compliance with government contract requirements. JOB_TITLE_ITBIGBOSS: Technical Project Manager COMPANY_SUMMARY_ITBIGBOSS: A Software-as-a-Service (SaaS) provider delivering a proprietary Point-of-Sale (POS) platform for small businesses across the retail, fitness, and health industries. COMPANY_BULLET_1_ITBIGBOSS: Directed the implementation and customization of a SaaS POS platform for over 1,000 small businesses, improving their operational and sales transaction management. COMPANY_BULLET_2_ITBIGBOSS: Led the full software development lifecycle and provided hands-on technical leadership, overseeing coding, quality assurance, and release management for the core product. COMPANY_BULLET_3_ITBIGBOSS: Spearheaded integrations with third-party hardware like barcode scanners and payment processors, expanding platform functionality to meet diverse client operational needs. JOB_TITLE_BODYTECH: IT Manager COMPANY_SUMMARY_BODYTECH: A leading chain of health and fitness centers across Latin America, committed to improving wellness through medical and sports services and innovative technology. COMPANY_BULLET_1_BODYTECH: Led the implementation of Microsoft Dynamics CRM and a custom ERP, standardizing operations and automating billing processes across more than 60 locations. COMPANY_BULLET_2_BODYTECH: Managed all technology infrastructure, including networking and security systems, ensuring 99% uptime and operational readiness for all business sites to enhance member service. COMPANY_BULLET_3_BODYTECH: Established and led the IT Service Desk, defining support protocols and improving ticket resolution rates to provide consistent technical support for all staff.