SEBASTIAN KRUPKIN, PMP

Professional Profile
18 years experience in managing large/complex customer facing projects
with local, remote and distributed teams
for multinational Companies, across multiple markets, specialized in
Program Management of Software Factories with agile and waterfall methodologies,
Program Management of infrastructure deployment
IT Consulting
Quality Assurance and Systems Integration
Spanish/English: Bilingual.   French and Portuguese: intermediate.
PMP Certified since 2016

Charles Taylor InsureTech *(Insurance system solutions)*   **December 2021 - Today**

➢ *Sr Regional Project Manager*

   ➢ Took ownership of an already ongoing, off-track Project and achieved a relationship of trust with the Customer allowing me to successfully negotiate new scope and deadlines, and go live in the agreed timeline.
   ➢ Able to create a cohesion between the Analysis, Development and QA teams, lowering the requirements internal definition time and reducing the error rate and development, time by using agile methodologies.
   • In charge of the Argentinean implementation of the Front-End solution of Quotation and Issuing of insurance policies for Marsh McLean (British insurance broker).
   • In charge of the Colombian implementation of the Front End and Middleware solution of Quotation, Issuing and Renewals of insurance policies for AXA (French insurance company).
   • In charge of the Chilean implementation of the Front-End and Middleware solution of Quotation and Issuing of insurance policies for Zurich (Swiss insurance company).
   • Responsible of requirements definition and creation of commercial proposals for scope changes
   • Responsible for the global Project planning and execution, integrating external vendors.

DELL Technologies *(Computer Manufacturer & Consulting Services)* **May 2014 – December 2021**

➢ *Project Program Manager Sr Advisor*

   ➢ Created a relationship of trust with Customers where Customers contact me for advice even after projects are finished for a long time.
   ➢ I was able to bridge the gap between the Sales and Delivery teams, forming a cohesive unit.
   ➢ Delivered on time, on budget projects with above average rate.
   • Responsible for the delivery of consulting and infrastructure deployment services for Latam and Caribbean for Tier One customers (Oil & Gas, Telcos, Media, Health, Financial, Government).
   • Responsible for the post-sales Customer relationship, for the duration of the solution implementation.
   • Responsible for the integration of different internal areas (Commercial, Consulting, Technical) for the execution of the projects

- In charge of the coordination of distributed resources in Mexico, Perú, Colombia, Chile and Argentina.

STARMOUNT *(Development and implementation of Point of Sale)*   **July 2012 - May 2014**

➢ *LATAM Project Manager*

   ➢ I was able to successfully deliver a project under a very difficult environment in Venezuela (social and economic issues added a layer of risk)
   - The position encompasses the management of the relationship with the Customer (Statements of Work, invoicing and reporting) and the coordination of the local Development and QA teams (Planning, Control and Follow up). The position also requires constant communication in English with Headquarters located in the US.
   - In charge of the customization and implementation of Oracle Retail Point of Sale for Farmahorro - Chain of Pharmacies in Venezuela with 100 branches.
   - In charge of the customization and implementation of Oracle Retail Point of Sale for Unicomer - Chain of Household wares in El Salvador, with branches in 11 countries in Central America. In charge of the customization and implementation of Engage, the Web and Mobile (IPad) solution of Point of Sale developed by Starmount.
   - Agile methodologies are used.

RSA SEGUROS *(Royal & Sun Alliance- Insurance)*   **November 2010 - July 2012**

➢ *Regional Project Manager / QA Manager*

   ➢ Accomplished to reduce in 40% the code error rate by designing and implementing a new agile methodology.
   ➢ I successfully led a team of remote Project Managers and was able to reach the project goals in the promised timeframes.
   - In charge of the regional implementation of the Affinity corporate system (México, Colombia, Brazil, Argentina y Chile). The position involves the coordination of the local Project Managers and their Development and QA teams (Planning, Control and Follow up); and the coordination and audit of the external contractors. The communication with the teams and the Stakeholders is done in oral and written form in English, Spanish and Portuguese.
   - In charge of the design and follow up of the Project regional plans (Chronogram, Risk Plan, Communications Plan).
   - In charge of the design of the regional Quality methodology for the local teams and the external contractors, including: Templates and methodology for Functional and Technical documentation using UML, agile development methodologies, automation of integration and regression tests.
   - In charge of the design and implementation of the Target Operational Model, methodology for the business operation for Affinity, once it is in production.
   - The technologies involved are: .NET

INTELLIGENX *(IT- Search Engines design)*   **August 2008 - November 2010**

➢ *Senior Project Manager*

   ➢ Contributed with the design of the corporate development methodology

- Managing six simultaneous projects, with teams distributed in several locations and time zones. In charge of 18 people. The position involves the management of the development teams (Planning, Control and Follow up) and constant communication in English (written and oral) with stakeholders and customers in USA, Europe and Latinamerica.
- Participated in the design committee of the AgileX methodology to manage all company projects. This methodology includes the design of the Project Plan, Communications, Plan, Timelines, and the tracking of goals and risks, based on Scrum.
- IFind.com: a startup company for YellowPages search in Poland.
- Localeze.com: Data provider for local search engines in USA
- WhitePages.com: Business and People local search for the West Coast in USA
- Yasabe.com: a startup company for YellowPages local search for the Spanish community in USA
- ILocal.com: YellowPages search in the Netherlands and Belgium
- Publicar.com: YellowPages search for Colombia and Brazil.
- GoLocal.com YellowPages search for the East Coast in USA

TRAVELOCITY – SABRE HOLDINGS *(Travel Industry)*   **November 2007 – August 2008**

> *Project Manager*

- In charge of four simultaneous projects. In charge of 9 people locally and up to 7 people overseas. The position involves the management of the development teams (Planning, Control and Follow up) and constant communication in English (written and oral) with stakeholders in the home office in USA. The position also involves the coordination of tasks with several development teams from other companies of the holding located in USA. The technologies involved are: Perl CGI, J2ee (servlets, jsp, jndi), Junit (testing), Databanh and Webservices . Agile methodologies are used.
- Development and Launching of Travelocity Argentina. This is the corporate web portal for the company in Argentina. It allows commercializing locally: air tickets, hotel reservations, car rentals and vacation packages. The site was successfully launched at the end of April 2008.
- In charge of Percs: Redemption of points for the purchase of plane tickets using an internet portal. This portal will be commercialized by our partner, Washington Mutual.
- In charge of the Automated Monitoring. This project allows to monitor several key elements of the business process and will alert stakeholders in the event of an anomaly (network traffic, decreasing of look to book ratio, etc)
- Security Gap Project. This project will allow the company to pass the PCI certification required by the major credit card companies. It requires fixing of the source code as well as the design of security policies regarding customer's data.
- In charge of the selection and hiring of the members of the development teams.

ITR S.A. *(IT Consulting)*   **May 2005 – November 2007**

> *Project Manager*

> - I got this job as a continuation of my previous position. Citibank specifically recommended me to be in charge of the Software Factory.
- In charge of the management of the Citibank Software Factory for the development of the Home Banking Portal for Latin America. In charge of 15 people. The position involves the management of the development teams (Planning, Control and Follow up, Risk Analysis, Change Control and SLA monitoring) and constant communication in English (written and oral) with the home office in USA. The position also involves the coordination of tasks with

other development teams located in several countries. The technologies involved are: J2ee (servlets, jsp, jndi), Struts (front end), Junit (testing), MQ (messaging). CMMi and UML methodology and SLA metrics. Agile methodologies are used.

- In charge of the management of the Citibank Direct project for Citibank Latin America. In charge of 5 people. To be deployed in several countries. The technologies and methodologies involved are similar to those described above.
- In charge of the management of the Sony Play Station Portal for Sony Mexico. In charge of 5 people. The technologies and methodologies involved are similar to those described above.
- In charge of the Software Factories of Banco Santander Rio (Banking). In charge of 6 people. The position involves the management of all the projects of the factory (Planning, control and follow up, risk analysis, SLA monitoring), the coordination of the development teams and a very close contact with the client.
- In charge of the selection and hiring of the members of the development teams
- In charge of the analysis and preparation of bidding proposals.

CITIBANK *(Bank – CitiGroup)*   June 2004 –May 2005

➢ *Systems Integrator / QA for Latin America*
- In charge of the Integration and Quality Assurance of the Home Banking modules for Latin America. The position involves constant communication in English (written and oral) with Citibank branches located in several countries.
- Training at the Citibank Development Center in Los Angeles (United States) on Citibank Home Banking technology. Duration: four months.
- Member of the Citibank Quality Assurance and Software Testing groups (WinRunner – LoadRunner – Grinder).

ARNET *(Internet Service Provider – Telecom Group)*   September 2003 –June 2004

➢ *Senior Analyst*

- ➢ Created the Quality Assurance and Testing department for the corporate and administrative systems
- In charge of the management of all the source code of the corporate and administrative systems.
- Analysis and Development of the corporate system requirements. (UML – XML – COM+ - SQL Server, DHTML, ASP, Visual Basic, JavaScript)

RED – INGENIERÍA DEL CONOCIMIENTO *(IT Consulting)*   2003

➢ *Project Leader*

- In charge of the management of all the Internet related projects based on multi layer technology. In charge of 3 people.
- In charge of the Design of the CRM for small companies (PHP – Apache – MySQL)
- In charge of the Design and implementation of the Intranets for several clients of the Company. (PHP – Apache – MySQL) and (ASP –IIS- Advantage Database Server).

CARDIF COMPAÑÍA DE SEGUROS *(Insurance - BNPParibas Group)*   **1999 - 2003**

➢ *Responsible of Collective Insurance systems.*

- ➢ I successfully created the Argentinean IT Department from scratch (startup company)
- In charge of all the developments of the IT Department. In charge of 4 people. **The position involves constant communication (written and oral) in French** with the home office in Paris.
- Analysis and Design of the Intranet Claim Module (ASP–IIS- Oracle - Crystal Reports). UML documentation.
- Analysis and Design of the Corporate System for Collective Insurance: Claims, Insured Administration, Invoicing, Coverage Certificates and Accounting (Client: Visual Basic 6 – Server Oracle 8)
- Analysis and Design of the Upper Management statistics system.
- Responsible of selection and implementation of a Document Digitizing system.

OMEGA COOP. LTDA. de SEGUROS *(Insurance)*   **1995 -1999**

➢ Senior Analyst Programmer - *WebMaster*

- Analysis and Design of the Client for the Claim System (Client Visual Basic 5.0 – Server SQL Server / Informix).
- Design Programming and Administration of the Omega Intranet.
- Coordination of external consultants.
- Coordination of Employee Training and Implementation of new products.
- Evaluation of new products and technologies, including Image Managing Systems based on Open/Image technology, and Help-Desk Systems.
- Design and Programming of on-line documentation for the development toolkit of the Omega Seguros programming team, using Robohelp
- Design and Programming of Administrative Systems (including remote data transmission)
- Concept Design of a multimedia kiosk for a customer information system (based on Macromedia Director)

RED – INGENIERIA DEL CONOCIMIENTO *(IT Consulting)*   **1998 -1999**

➢ *External Consultant*

- In charge of the migration of the Sales Managements System from xBase to SQQL Server.
- Installation and maintenance of the NT y SQL Server.
- User training.

OVERNET – AKI S.A. *(Internet Service provider)*   **1995 -1996**

➢ *External Consultant*

- Technical Support and Assistance.
- FAQ and documentation design
- Quality Assurance and Testing of the Overnet Software Connection Kit for windows 3.11 and Windows 95.

ITT-CENIT, THESIS *(IT services)*   **1994 - 1995**

➢ *Semi Senior Analyst Programmer*

- Semi-Senior Analyst Programmer en Thesis, a programming consulting company belonging to the ITT-Hartfort-Cenit holding, performing the following tasks:

  - Design and Programming of a Distributed Emission Policies System.
  - Design and Programming of Upper Management Information Systems.
  - Design and Programming Libraries for interfacing laser printers with the in-house developed systems.
  - Administration of the antivirus software in the Novell network.
  - Support to Novell, Windows and Office users (I gave courses)
  - Management of communications between PCs and setting remote terminals.

OTHER PROGRAMMING TASKS   **1985 – 1994**

- Budgets and Catalogs System for Editorial Médica Sui Géneris S.A. (a Publishing house of medical books) versions 1.0, 2.0 y 3.0
- Subscriptions Systems for Editorial Médica Sui Géneris S.A.
- Employee Management System for Alcar S.A. (a building materials distribution company)
- Advisor for the purchasing of hardware and software for the installation of a Novell network in Universidad Abierta a Distancia Hernandarias. (a private University)
- Advisor for the purchase of an Administrative System, custom made for the Anesthesiologist Association
- Development of multi-user libraries

EDUCATIONAL BACKGROUND

- PMI-ACP Certification in progress
- PMP Certification – PMI - 2016
- CMMi Level 2 Certification Course – Alonso Carra y Asociados - 2007
- Tecnologías de Home Banking – Citibank (Los Angeles, USA) 2004
- PHP y MySQL (Club de Programadores) 2003
- Software Quality Assurance Management (Pragma). 1997
- Software Testing Techniques (Pragma). 1997
- Introduction to Unix (Unisys). 1997
- Shell Programming (Unisys). 1997
- C++ Programming (Tree). 1997
- Introduction to Object Oriented Technology (Baufest) 1997
- Object Oriented Analysis and Design, using UML (Baufest). 1997
- Windows 3.0 (Fundación Néctar). 1991
- Bachelor, Instituto Libre de Segunda Enseñanza (dependent of University of Buenos Aires). 1984
- Information Systems Engineering (National Technological University). Up to 4º year.

CONTACT INFORMATION

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