

Sebastian Undurraga

sebastian.undurraga.p@gmail.com • 617-582-3384

[LinkedIn](#) • Burke, VA, US

Qualifications Summary

Accomplished and results-oriented professional with demonstrated success in leading projects, resolving complex project issues, delivering large/complex transformation programs, and devising/improving robust processes aimed at providing top-notch customer experience to achieve company goals.

- Instrumental in directing cross-organizationally to align projects with business objectives and strategic roadmaps.
- Capable of defining and deploying innovative program management approaches and methodologies.
- Adept at implementing technology and tool improvements to impact safety, quality, and cost targets and taking cost reduction initiatives to sustain processes.
- Championed in providing low-cost solutions through Lean, Software Development, innovation, and optimization.
- Recognized for understanding customer challenges, identifying/resolving complex business problems, overseeing all stages of program lifecycle, and developing policies/procedures.
- Possess excellent leadership, interpersonal, problem solving, multitasking, innovative, and organizational skills.
- Technically proficient in Microsoft Office Suite, Salesforce, AWS Lambda, CRM, Ruby on Rails, SQL, Workfront and Python.

Areas of Expertise

- ◆ Customer Relationship Management
- ◆ Business Intelligence
- ◆ Project Management
- ◆ Strategic Planning
- ◆ Data Analytics
- ◆ Business / Industrial Engineering
- ◆ Client Services
- ◆ Cost Reduction / Lean
- ◆ Team Leadership

Professional Experience

Amazon, FL, US

Senior Program Manager (Program Manager III), GPO – PMO

May 2022 – Present

Jan 2024 – Present

Led strategic initiatives and process improvements across Global Process Management within Selling Partner Support (SPS). Focused on streamlining workflows, enhancing data visibility, and building scalable mechanisms to improve the Selling Partner experience. Collaborated with cross-functional teams to integrate advanced tools, automate processes, and enhance reporting capabilities for improved operational efficiency.

- Managed project management tooling (Adobe Workfront), ensuring maintenance, evolution, and integration with organizational processes. Leveraged side tools such as AWS Lambda and Workfront Fusion to automate workflows, enhance data consistency, and improve operational efficiency.
- Developed QuickSight dashboards by managing the complete data science lifecycle, starting with data extraction through integrations such as Workfront and Snowflake. This process involved understanding and cleaning the data, modeling it to generate insights, and ultimately publishing user-friendly dashboards that enhanced data visibility and decision-making across the organization while reducing manual efforts.
- Launched Workfront Ninja, a powerful automation tool designed to enhance project management efficiency and data consistency. The tool introduces a dynamic sidebar within Workfront, offering users instant access to critical project information and enabling one-click automation for tasks like attaching templates and completing required fields for workstreams. This innovation has significantly reduced manual workload, minimized errors, and enhanced the overall user experience for project managers.
- Launched the OOTO plugin, integrating Outlook with Workfront for seamless time-off tracking and better workforce management.
- Finalized a new intake process for GPO in Workfront, enhancing data classification and cross-functional collaboration.

Senior Program Manager (Program Manager III), CPM

May 2022 – Dec 2023

Directed impactful change management initiatives to enhance Selling Partner experiences globally within the Customer Trust & Partner Support (CTPS) organization. Proactively collaborated with operational, training, and product teams to identify and implement solutions that ensured Selling Partner success and satisfaction. Focused on optimizing processes, automating workflows, and delivering innovative tools to streamline operations.

- Spearheaded the "Blurbs into SOPs" initiative, reducing content retrieval time by 64% and achieving over 81% user satisfaction.
- Automated critical workflows, including Editorial team, and SOP processes, ensuring data consistency and minimizing manual input errors.
- Migrated systems from Jira to Workfront, driving efficiency and improving adoption through enhanced user-friendly features.
- Developed seller-centric processes by partnering with leadership and legal teams to create a one-click opt-out mechanism, simplifying the Seller experience and improving satisfaction.

- Championed the integration of reporting mechanisms, utilizing Amazon Lambda to automate data collection and improve analytics capabilities.
- Received the Diamond GEM Award for delivering innovative and scalable solutions that improved organizational efficiency and customer satisfaction.

HomeWorks Energy, Medford, MA, US

Sep 2021 – May 2022

Senior Process & Insights Analyst/ Project Champion

Feb 2022 – May 2022

- Integrated internal Home Energy Solutions Software with Energy Vendors Software reducing 20 seconds per call, having an instant evaluation, improving user experience, and reducing type errors between the softwares.

Senior Process & Insights Analyst

Sep 2021 – Jan 2022

- Integrated Salesforce with SharePoint, Excel, and others using AWS Lambda saving \$1,2 MMUSD in soft dollar

Cencosud Supermarkets Chile Division, Santiago, Chile

Jul 2018 – Sep 2020

Ecommerce Efficiency, Supermarket Efficiency, and Client Services Manager

Displayed leadership stature in leading three efficiency analysts to ensure seamless workflow. Directed in developing low-cost solutions for eCommerce, client service, and all operation queries that associated with supermarkets. Facilitated elderly people in purchasing products during pandemic by establishing an eCommerce channel through the utilization of google forms. Developed, negotiated, and deployed solutions for home delivery of e-commerce purchases that resulted in using bags and cardboard boxes to meet legal requirements as well as reusable bins to reduce carbon footprint.

- Generated automatic reports through the utilization of RPA, Advanced Excel, and other data tools, resulting in yearly savings of 26,000 human hours and \$0.3M savings.
- Built online eCommerce order tracking panel, built in-house CRM integrating through web scrapping and get/post APIs, and automated client services procedures to optimize business operations.
- Analyzed fulfillment of necessary conditions to meet 95% on-time delivery target for Cyber Day event along with developing and implementing mitigants.
- Built RPA solutions, including automation of manual processes through robotization, such as loading prices, stock, and initial stock for the cyber day, and client point compensation among other things.
- Enhanced decision-making process in line with key client indicators, including project approval, prioritization, elimination, monitoring, and associated impacts on customer experience by generating clients' experience tables.
- Utilized RPA to automate reporting, Excel macros, PowerBI, and customer-service dashboards.

Transbank, Santiago, Chile

Feb 2016 – Jun 2018

Transformation Manager

Led team of 6 Senior Process Analysts overseeing client experience. Directed transformation area on process side to deliver services to Experience Management (Marketing) and Innovation and Transformation (Marketing) Sub-management.

- Reduced incorporation process lead time from 45 days to 8 minutes, salvaging \$2M per year, and improved client experience by using 100% online incorporation process with a digital signature.
- Established and streamlined procedures, resulting in generating and promoting initiatives with impact on internal client and satisfaction of the external client.
- Redesigned "Customer Service Model" program, changing way to incorporate customers, handle failures, and use of Web portal along with carrying out improvements and changes in CRM "Siebel" from Oracle.

CMR Falabella, Santiago, Chile

Oct 2014 – Oct 2015

Process and Lean Manager

Managed team of seven to streamline operations and excel in achieving goals. Generated strategic initiatives for 2016-2018. Created wireless hardware that allows for the sale of financial products, insurance, and phone plans from any location. Spearheaded area of processes and continuous improvement of the company to meet scope. Lifted and optimized processes, generating and promoting initiatives with impact on internal client and satisfaction of the external client.

- Designed and implemented technological solution "Mobile Branch" to allow immediate and efficient responses to clients, attaining acquisition of new clients and crossing of products attached to CMR Master and Visa credit cards.
- Developed and implemented automatic credit card approval through digital signature with detailed transaction information, reducing the time required from 40 to 10 minutes and requiring only one minute for evaluation, resulting in saving 2.5 MMUSD per year and generating transparency in process opening.
- Designed and executed "0 Stock" project that replaces pre-printed documents with PDFs, reducing contract filling time from 15 to 4 min.

Latam Airlines Group, Santiago, Chile

Mar 2010 – Oct 2014

Corporate Performance Control

Apr 2013 – Oct 2014

Oversaw team of four Senior Engineers creating a monthly presentation for the Board of Directors. Created explanatory tool for cost and income deviations against budget and others. Prepared pricing structures and distribution of fleet costs to different business units while complying with company standards.

- Created automated system to prepare Board of Directors' presentation, cutting workload from 100 hours to 20 minutes, ensuring consistency, eliminating errors, and freeing team towards new responsibilities.
- Determined and resolved \$300M loss produced by taxes that caused discrepancies between operational and nonoperational statements.
- Led initiative that provided visibility of business units and factories key deltas associated with maintenance, fuel, fleet, and marketing aspects.

Fees, Warranties, and Claims Manager

Apr 2011 – Mar 2013

Worked with a team of six senior professionals to regulate future action plans.

- Decreased expenses by \$12M per year by redesigning flight routes from South America to Europe to avoid overflight in different countries' airspace and develop cost simulators and aeronautical programs.
- Created/led "MTOW Colombia" project, proposed/negotiated change in maximum take-off weight of A320 fleet with Airbus maintenance and CEO, COO, CFO of Colombia, resulting in \$1M annual savings.
- Streamlined and automated warranty evaluation process, corresponding to repairable aircraft parts by utilizing Lean methodologies, reducing evaluation time by 99% (40 minutes to 10 seconds), and transferring said evaluation to the area of technical repairs.

Head of Strategic Planning Operations

Mar 2010 – Mar 2011

Administered approval of projects over \$45K and coordination meetings from the first line of COO while complying with company rules and regulations. Benchmarked with other airlines and defined gaps, opportunities, strategic KPIs, and data collection to ensure zero discrepancies.

- Directed "Plan 2015" project that led by lean, planning/management control managers, and McKinsey, emphasizing on making LAN the best operations and services company by 2015.
- Assessed and presented technical projects worth \$50k+ to Corporate Investment Committee in Operations and Services that are relevant to Vice Presidency.

Additional Experience as **Client Service Executive, Large Accounts** at Nielsen, Buenos Aires, Argentina, Santiago, Chile | **Business Intelligence Analyst** at Merck Sharp & Dohme, Santiago, Chile

Education & Honors

Master of Business Administration – MBA, Business Analytics STEM, 3.57

Hult International Business School, Boston, Massachusetts

Member, Hult Data Analytics, awarded 2nd place in Data Analytics Club Hackathon: Neural Networks

Bachelor of Science in Industrial Engineering | Master of Business Engineering

Adolfo Ibanez University, Santiago, Chile

Licenses & Certifications: Project Management | Lean Six Sigma Yellow Belt/Green Belt | Adobe Certified Professional Workfront Fusion | Change Management Practitioner

Languages: English (Fluent) | Spanish (Native)