

SANTIAGO LOPEZ ZAVALLETTA

TECHNICAL DELIVERY LEADER | ENTERPRISE AI DEPLOYMENT

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SUMMARY

Client-facing delivery leader with 12+ years across enterprise software, AI implementations and infrastructure. Led three enterprise Eightfold AI implementations for clients in consumer goods, retail and higher education; owns USD 700K-5M portfolios and P&L at Globant; and builds guarded AI-assisted delivery workflows. Combines use-case discovery, stakeholder alignment, risk governance, adoption readiness, executive reporting and presales to move complex initiatives from scope to measurable business outcomes.

CORE EXPERTISE

Enterprise AI Implementation & Adoption | AI Pilot Governance: Scoping, Success Criteria & Executive Readouts | Use-Case Discovery | Change Management & User Activation | AI Evals, Guardrails & Human-in-the-Loop Workflows | Risk, Dependency & Quality Management | P&L & Forecasting | Presales, SOWs & Scope Control | Agile/SAFe | Jira, Confluence & Power BI

PROFESSIONAL EXPERIENCE

Globant | Technical Project Manager | Buenos Aires, Argentina | May 2021 - Present

- Own end-to-end delivery, financial forecasting and P&L for US/LATAM digital transformation portfolios valued at **USD 700K-5M**, increasing account margin **from 40% to 45%**.
- Lead cross-functional Agile teams of **up to 36** across technical and business workstreams; govern scope, dependencies, risks, quality, executive communications and client alignment through the SDLC.
- Spearheaded the launch of Globant's Digital Twin Studio, building the founding team, leading presales and directing proof-of-concept delivery for prospective clients.
- Standardized AI-assisted executive reporting and meeting-to-action workflows with human review, cutting report preparation time by **~40%** and strengthening delivery visibility and follow-through; use AI-assisted risk analysis to surface issues and mitigation options.
- Designed automated delivery-flow controls in Jira that surface stalled work before it impacts commitments, reducing average story stall time by **~30%** through exception-based intervention.

ZN Love | Fractional Project Manager | Remote | Apr 2026 - Present

- Manage client relationships, delivery health and growth across a three-project portfolio spanning entertainment, workforce technology and creative production, sustaining client retention and expanding engagement scope.
- Building ZN Love's PMO from the ground up: lead presales discovery and scoping, and develop reusable discovery, SOW, governance and change-control standards for scalable delivery.

Blue Crab Consulting | Engagement Manager (Concurrent Engagement) | Remote | Jan 2025 - Feb 2026

- Led a team of functional and technical consultants across three enterprise Eightfold AI implementations for a global beverage leader, a leading LATAM retailer and a top US research university, delivering **on-time go-lives** and **full adoption** across all three engagements.
- Translated talent workflows into implementation plans, governance and adoption-ready rollouts, codifying a repeatable implementation framework and scaling the beverage leader's deployment from its Mexico launch across additional LATAM markets.
- Owned operating cadence, project kick-offs, risk management and executive reporting; coordinated business, technical and vendor stakeholders and managed client-side dependencies to keep delivery workstreams unblocked.

ExxonMobil | System Administrator | Buenos Aires, Argentina | Dec 2018 - May 2021

- Deployed and supported enterprise web infrastructure under strict security standards; built a Power BI KPI dashboard and governed the transition of services to a Managed Service Provider.

gA Corporate | Technical Project Lead - Johnson & Johnson | Buenos Aires, Argentina | Feb 2014 - Dec 2018

- Led enterprise UNIX-to-Windows, database and form-server migration workstreams through assessment, performance testing, compliance, vendor coordination, UAT and sign-off.

SELECTED AI DELIVERY PROJECTS

Scope Sentinel & SOW Intake - Built Scope Sentinel, an AI-assisted scope-analysis workflow used in live client-request evaluation, and prototyped SOW Intake for cited SOW-baseline extraction; both use structured outputs, deterministic validation, evals and human approval. github.com/slzavaletta/skills

EDUCATION, CERTIFICATIONS & LANGUAGES

UADE - Coursework toward BSc, Management of Information Systems (2014-2020) | Certified ScrumMaster (CSM) | Certified SAFe 6 Agilist | Claude Certified Architect - Foundations (in progress) | English: Professional | Spanish: Native