

ALVIN SOTO

Global Ops & Digital Transformation Leader | Enterprise SaaS & Government Modernization

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EXECUTIVE SUMMARY

Bilingual (English/Spanish) operations and program leader with 15 years driving global digital transformation and enterprise delivery across Fortune 100 organizations, government agencies, and international startups. Proven record orchestrating multi-billion-dollar technology portfolios across 150+ countries, delivering SaaS and infrastructure programs, and modernizing public-sector services. Pairs enterprise-grade execution discipline with startup-speed delivery — aligning strategy with operational reality, optimizing resources and budgets, and building high-performing distributed teams.

CORE COMPETENCIES

- Global Program & Portfolio Management
- Digital Transformation Strategy
- Enterprise SaaS Operations
- Government / Civic-Tech Modernization
- Agile Delivery & Sprint Planning
- Risk, Quality & Release Management
- Process Optimization & Workflow Design
- Cross-Functional Team Leadership
- Stakeholder & Vendor Management
- Budget & Resource Optimization
- CRM Strategy & Service Optimization
- Bilingual Global Communication (EN/ES)

TECHNICAL & OPERATIONAL CAPABILITIES

Enterprise Platforms: SAP HANA, HPE GreenLake, SUSE Rancher, Nutanix, enterprise cybersecurity solutions.

SaaS & Cloud Operations: Release validation, UAT, environment rollout, compliance and quality control.

Delivery & Process: Agile/sprint delivery, requirements & discovery, CRM optimization, workflow and process automation.

PROFESSIONAL EXPERIENCE

Senior Project Manager & Business Consultant

Jan 2023 – Present

Independent Consulting — Remote (Costa Rica)

- Delivered 22+ digital-transformation and SaaS engagements (~5,000 billable hours) at a 100% Job Success rate, leading discovery, requirements, planning, UAT, and rollout for global clients.
- Led large-scale government modernization programs at Granicus, enabling public agencies to digitize citizen-facing services and measurably improve engagement.
- Served as primary advisor on CRM strategy and service optimization, embedding best practices that strengthened operational efficiency.
- Directed sprint planning and cross-functional execution, driving on-time digital service rollouts that expanded citizen access to essential services.

SaaS Platform Clients — Admin & QA Process Management (2024–2025)

- Oversaw SaaS operations and quality control, identifying risks and improving workflows.
- Enhanced release validation processes, reducing errors and boosting compliance.

Global Project Manager

Jul 2021 – Apr 2023

Hewlett Packard Enterprise — San José, Costa Rica

- Directed HPE's multi-billion-dollar global technology portfolio, delivering services and infrastructure across 150+ countries with tightened stakeholder alignment and delivery coordination.
- Led global rollouts of SAP HANA, HPE GreenLake, SUSE Rancher, Nutanix, and enterprise cybersecurity solutions cutting deployment timelines 20% through optimized cross-functional coordination.
- Managed multimillion-dollar budgets, optimizing resource allocation and spend to maximize program impact and efficiency.

Team Manager

Jul 2019 – Jun 2021

Hewlett Packard Enterprise — San José, Costa Rica

- Built and led a 24/7 team of 20, owning recruitment, training, and daily operations to ensure uninterrupted service delivery.
- Managed stakeholder relationships across six vendors and a diverse client base, lifting team productivity and service quality.
- Launched training programs that raised team performance and client satisfaction, strengthening overall delivery outcomes.

Business Analyst

Sep 2017 – Jun 2019

Hewlett Packard Enterprise — San José, Costa Rica

- Managed client transitions for McDonald's (18K stores), The Home Depot (3.5K stores), and Disney Parks, ensuring operational continuity and service excellence.
- Drove ISO 27001 certification through implementation of best practices, incorporating structural and quality analysis.
- Delivered multi-million yearly savings by developing standardized KPIs and workflows, enhancing operational efficiency.
- Partnered with 500+ business process professionals and VP-level leadership to support strategic decisions.

ADDITIONAL EXPERIENCE

DHL — Inbound Specialist • **McKesson** — IT Support • **Capital One** — Fraud Specialist 2011 – 2016

LANGUAGES

English — Fluent (Professional) • **Spanish** — Native