

Juan Lorenzo

E-Payment Project Manager

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Based in: Navan, Ireland



About Me

I'm a dedicated project manager with passion for advancing e-payment ecosystems. My enthusiasm thrives in the realm of complex projects that demand a combination of expertise, team management, and precise delivery.

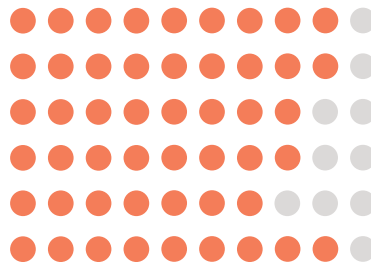
In my perspective, every project inherently involves risks. Yet, I firmly believe that success lies in collaborating with the right people, at the right pace, and possessing the resilience to cultivate team synergy.

My goal is to drive excellence in leading project management within the digital payments sphere for partners and large enterprises. This involves seamlessly planning, implementing, and enhancing cutting-edge payment solutions, with a focus on growth and conversion.

Having managed projects in diverse countries, I humbly recognize that, regardless of cultural differences within a team, there is a starting-shared foundation that propels us toward success: Empathy.

Skills

- E-Payment Technical Acumen
- KPI's & Business Reviews
- Risk Management
- Stakeholder Management
- Agile Project Management
- Partner Relationship Management



Languages



English



Spanish



Italian

Experience



PayPal
Partner Success Manager - EMEA Market
Jun 2022 - Present

As Senior Partner Success Manager within the Global Sales team, I am accountable for enhancing and strengthening PayPal's enterprise strategic relationships with key leaders and decision-makers in partner organizations such as Marketplaces, PSP's and Shopping Carts.

Onboarding Customer Success Manager ITA/SPA/Nordics Markets
Sep 2020 - Jun 2022

Drive and support Customer's onboarding for solution adoption through the entire implementation cycle, leveraging internal resources and coordinating tasks across teams. Markets Large E. for ITA/SPAIN/Nordics.

- Develop strategic relationships with key stakeholders to understand merchant's business needs and desired outcomes
- Collaborate directly with business partners and internal teams on post integration issues to provide support, consulting, education, and best practices
- Maintain and manage the customer success plan including maturity roadmap, key milestones, and value realization journey, to meet the desired business outcomes
- Create and nurture relationships with project champions and sponsors within the strategic Customer Organizations (VOC)
- Drive and support Customer's onboarding and solution adoption through the entire implementation cycle, leveraging internal resources and coordinating tasks across teams

Customer Success Manager - Italian Market
Nov 2019 - Sep 2020

- Managing a full portfolio of 120 relationship, 2B of TPV, split between large Enterprise and medium business for ITA market.
- Conducting regular 121 meetings and KPI's business reviews with the top merchants within the portfolio.
- Managing on boarding, educating the merchants of PayPal usage and upsell new PayPal products,
- Organizing targeted Marketing Campaigns
- Partner with Account Executives and Relationship Managers to design strategies and long-term growth plans within specific industries and verticals
- Support high-risk vertical merchants to meet compliance requirements within local regulations
- Deliver ad hoc trainings and support product knowledge, to promote education and best practices within existing portfolio



Villa Letizia Hotel
E-Commerce Project Manager
Nov 2013 – Nov 2018

Responsible of a turnaround project from a convent to a Hotel format, including:

- Recruiting, training and supervising staff 12 HR staff members
- Account management with tour operators. Google Marketing Platform, Google Analytics
- Digital transformation: I have created the website and the interfaces with Booking.com, Expedia, and Monastery Stays.
- Managed Google Adwords monthly budgets/SEO strategy
- Development of several clouding based dashboards with KPI's for corporate reporting
- Responsible for Sales and business development with tour operators and vendors
- Effective Customer Relation Management to ensure the best stay experience for groups
- Ensuring compliance with H&S legislation as well as renegotiation of all hotel contracts



RSA
PMO-Project Management Leader
Mar 2012 – Nov 2013

- I was leading the project CANVAS: a legal merger between 2 big insurance companies RSA and El Comercio Seguros: staff size, 800 employees
- Working with CEO, I have managed the deployment of complex strategic plans on 7 business areas: HR, Finance, Marketing, Claims, IT, OPS and Legal
- Integration budget managed: 11M £
- Responsible to coordinate Ernst & Young teams and local PM teams
- Business case assessment throughout integration: Control on synergies regarding HR, real state, processes and technology. Risk and Issue Management
- Delivery of institutional communications to promote HR integration and stakeholder awareness
- Senior negotiation with real state vendors to find a new HQ to lodge 650 employees
- PMO deliverables and Corporate presentations to either local and UK boards



Vatican Catacombs
Accounts & Ops Project LeaderAccounts & Ops Project Leader
Aug 2010 – Oct 2011

Manage all inbound tourist operations at the Domitilla Catacombs.
Pricing and reporting.



Workhuman
Operations Project Leader
Nov 2007 – May 2010

- Responsible for the continuous improvement process of the Fulfillment, Purchasing, and Customer Service teams.
- Production of corporate SOP documents, training and procedures manuals with impact in launching new offices in Hong Kong. Webex presentations.
- Responsible for providing all functional requirements and processes architecture specifications for the development of a Corporate ERP project.
- KPI's and output reports with operational metrics.



Eason & Son Ltd
Store Supervisor
Nov 2006 – Oct 2007

General Management of 2 Eason stores. HR Management (in charge of 11 staff members).



Relais & Châteaux
Marketing Analyst (Internship) – Park Hotel Villa Grazioli
May 2006 – Sep 2006



Operations Project Leader
IAE Business School
Jun 2004 – Dec 2004

I was responsible for assisting on a research for a PH thesis at the Polytechnic of Milan.

Thesis theme: Supply Chain Management. Professor: Julio Sanchez Loppacher.



Project Leader (Spain & Argentina)
Banco Santander Rio
Mar 1997 – Sep 2002

Working in the Risk Management department I was responsible for the analysis, development and implementation on different BI's projects:

- I was chosen as a team leader of an International Corporate CRM project (GARRA) – Madrid, Spain
- Risk Management Data Mart
- Turnaround on Business admission system
- Working with Statistic companies such as: Fair Isaac, developing new scorecards
- Implementation of SAS Credit Risk Management for Basilea II regulations

Education



UCD Michael Smurfit Graduate Business School
Master's degree, Project Management
Sep 2023 – Jul 2025



PRINCE2® 2017 Foundation–iCons Innovative Consulting
Project Management
2019



Universidad de Ciencias Empresariales y Sociales
Bachelor, Business Administration and Management
1998 – 2004



Oracle Argentina
Discover for End User, Data Processing
2002