

CURRICULUM VITAE

SEBASTIÁN IGNACIO ALLENDE CUELLO

sallendec@outlook.com | [linkedin.com/in/sebastianallende](https://www.linkedin.com/in/sebastianallende) | github.com/Sseby

ABOUT ME

Computer & Telecommunications Engineer specialized in Odoo ERP administration and development, with experience leading the technology infrastructure of multi-country operations (Chile, Colombia, Peru, China). Strong command of Python for custom module development, API integration and process automation. Additional background in information security, identity management and AI integration. My focus is on process optimization through automation, multi-country electronic invoicing and scalable cloud architectures, grounded in agile methodologies and quality standards.

WORK EXPERIENCE

IT Manager & ERP Administrator

TOYNG (Importadora y Comercializadora Toyng Ltda.) | Santiago, Chile | Hybrid | Dec. 2025 – Present

- Administration and development of Odoo ERP (14.0–19.0) on Odoo.sh for operations in Chile, Colombia, Peru and China.
- Management of multi-country electronic invoicing (SII Chile, DIAN Colombia, SUNAT Peru).
- Development of custom modules: consignment, mass reporting and e-commerce integrations (Yuju / Mercado Libre).
- Administration of cloud infrastructure (Odoo.sh), PostgreSQL databases and migrations.
- Multi-warehouse and multi-company inventory management with complex consignment flows.
- Integration with external APIs (Yuju, Google Sheets, electronic invoicing) and sales vs. budget dashboards via Google Apps Script.
- Support to accounting, warehouse and sales teams across 4 countries.

Banco BICE – Security | Identity Management

(Chile, August 2025 – December 2025)

- Manages access and permissions across Active Directory, Salesforce and critical banking systems, ensuring compliance with institutional security policies.
- Onboarding of users from a banking merger, coordinating the mass migration of accounts and profiles between enterprise platforms.
- Develops and runs proofs of concept (POC) for fixed-term deposit products, validating features and workflows prior to production rollout.
- Manages the full identity lifecycle (provisioning, deprovisioning, modifications), implementing security controls.

Independent Consulting & Digital Solutions

(2024 – 2025)

- Optimized the technology infrastructure at Farmacia Doctor Simi, improving connectivity and staff efficiency.
- Rebuilt Gelymar's logistics system from the ground up, developing a client/administrator architecture with Docker and staged testing, including SAP query reads.
- Implemented Customer Experience (CX) strategies with ad campaigns that reduced response times and improved customer satisfaction.

- Diagnosed and resolved hardware/software issues for clients on physical equipment.

Impulsor | Business Transformation Consultant – CX Analyst

(Ireland / Remote, 2024)

- Owned the CX function, designing and executing strategies to deliver outstanding customer experiences and mapping the user journey.
- Contributed to business transformation projects, applying self-directed learning to identify and correct gaps within the organization.
- Developed consulting skills using tools such as ZOHO Projects and coordinating meetings with international teams.

Gtd Manquehue S.A. | Professional Internship

(Santiago/Chile, 2023)

- Contributed to the optimization of the IT license deprovisioning service, working with IBM Service to develop a BPMN model replacing manual processes.
- Document reading to deliver summaries with Power Apps connected to OpenAI.
- Use of project management tools such as JIRA to improve efficiency and cross-department coordination.

Teaching Assistant – Advanced Programming / Databases

(Universidad Finis Terrae, Santiago, 2022)

- One-on-one tutoring, teaching assistance and lab grading, receiving positive feedback on teaching quality.

EDUCATION

Higher education (2024)

Completed coursework in Computer & Telecommunications Engineering (Ingeniería Civil Informática y Telecomunicaciones) | Universidad Finis Terrae (Providencia, Santiago Metropolitan Region, Chile).

Studies abroad (2020–2021)

English as a Second Language (ESL) | Mississauga Secondary Academy (Ontario, Canada).

English: Upper-intermediate (B2)

Spanish: Native

SKILLS

TECHNICAL SKILLS

- **ERP & Backend:** Odoo (14.0–19.0), Odoo.sh, custom module development, advanced Python, PostgreSQL, migrations, REST API architecture.
- **Integrations & Automation:** Google Apps Script, Google Sheets, Yuju, Mercado Libre, electronic invoicing (SII, DIAN, SUNAT), ETL processes.
- **Development:** Python, JavaScript, PHP, C, R, Java, HTML/CSS, no-code platforms, Docker, Git, Unix/macOS systems.
- **Data & Cloud:** SQL/PL-SQL, Azure, AWS, SAP S/4HANA, data analysis and visualization, HPC (NLHPC).

- **Security & Systems:** Active Directory, Salesforce, IAM, identity management, security protocols and defense methods.
- **AI & Prompt Engineering:** Integration of multiple LLM APIs, advanced prompting (zero-shot, chain-of-thought, few-shot), NLP, BPMN, AI-enabled IDEs (Cursor).

SOFT SKILLS

- **Effective communication:** Active listening, clear presentation of ideas and professional writing.
- **Adaptability:** Fast learning and development of new competencies in changing environments.
- **Analysis & Problem Solving:** Identifying, analyzing and resolving technical challenges efficiently.
- **Leadership:** Strategic decision-making, team direction and methodological flexibility.