

Juan Carlos Castillo

Senior Project Manager | PMP®

Enterprise SaaS · Technology Delivery · Governance & Risk · EMEA

Valladolid, Spain | Available for hybrid work in Madrid | Open to remote opportunities across EMEA

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PROFESSIONAL SUMMARY

Senior Project Manager with 15 years of experience delivering complex enterprise SaaS and technology projects across EMEA. Leads high-risk, multi-workstream projects end to end, covering project planning, scope, schedule, budget, resources, risk and change control. Experienced in project governance, executive stakeholder management, cross-functional leadership and delivery reporting across international organisations. Combines strong project leadership with a technical background, working directly with solution architects, data engineers and product teams to translate complex business requirements into practical delivery plans. Proven track record of bringing complex projects back under control, reducing cost overruns by 40% and compressing timelines by 43% through stronger change control and delivery governance. PMP certified, with English as a primary working language across international client engagements.

CORE COMPETENCIES

End-to-End Project Delivery · Project Governance · Executive Stakeholder Management · Risk & Issue Management · Budget & Financial Oversight · Change Control · Multi-Workstream Delivery · Scope & Dependency Management · Cross-Functional Leadership · Enterprise SaaS Implementation · Agile & Waterfall · Client Relationship Management

TOOLS & TECHNOLOGY

Project management: Jira · Confluence · MS Project · Smartsheet · Airtable · Microsoft Teams · SharePoint

Automation & AI: n8n · Make · LLM-assisted automation · API integrations

Data & Integration: SQL · REST APIs · Data Integration · ETL · Alteryx · Data Warehousing

Methodologies: Agile (Scrum, Kanban, SAFe) · Waterfall · PMBOK · Prince2 (conceptual) · RAID management

PROFESSIONAL EXPERIENCE

Lead Project Manager, EMEA — Enterprise SaaS & Technology Delivery

Cheetah Digital by Marigold · Madrid · Jan 2022 – Feb 2026

Led high-risk, multi-workstream enterprise SaaS projects across EMEA, with accountability for delivery outcomes, budget performance and executive stakeholder relationships.

- Reduced cost overruns by 40% and compressed timelines by 43% on a key account through change-control discipline and stronger delivery governance.
- Increased client satisfaction by 35% for PepsiCo and 50% for Smartbox Trade by stabilising delivery and managing stakeholder expectations proactively.
- Managed scope, risk and financials across simultaneous projects, with clear escalation paths to executive sponsors.
- Automated recurring PM workflows using n8n, Make and Airtable, and applied LLMs to risk analysis and reporting — saving 3–4 hours per week.
- Mentored project managers and drove continuous improvement across the EMEA delivery team.
- Clients: PepsiCo, Smartbox Trade, Hiscox, Arsenal FC, Aviva Ireland, The White Company, Reach PLC, Kraft Heinz.

Senior Project Manager, EMEA — Enterprise SaaS & Technology Delivery

Cheetah Digital by Marigold · Madrid · Jul 2019 – Jan 2022

Delivered enterprise SaaS projects end to end across EMEA as the primary client delivery contact, coordinating cross-functional teams and stakeholders across multiple countries and time zones.

- Owned the full project lifecycle from discovery through deployment and post-launch stabilisation.
- Ran requirements workshops, translating business needs into platform configuration and delivery plans.
- Partnered with solution architects and customer success to drive adoption and operational readiness.
- Clients: Tiger Brands (South Africa), Tradelinn, Riu Hotels, MetLife Spain & Portugal, Idealista, Leroy Merlin, Thomas Sanderson.

Senior Manager, Client Onboarding & Implementation

Cheetah Digital by Marigold · Madrid · Sep 2016 – Jul 2019

Co-built the client onboarding and implementation function in Spain alongside the Country Delivery Manager, defining delivery processes and leading a team of Solution and Technical Architects.

- Cut cost overrun from ~150% to ~105% and reduced average delivery from 7 to 4 months through a requirements matrix and change-control framework.
- Contributed to delivery standards and implementation frameworks later adopted across the EMEA organisation.
- Designed onboarding workflows, reporting frameworks and performance KPIs used across the team.
- Clients: Prensa Ibérica, Riu Hotels, Real Madrid, Emailing Networks.

Technical Project Manager

Experian Marketing Services · Madrid · Dec 2013 – Sep 2016

Delivered SaaS and MarTech platform implementations end to end, coordinating data engineers, solution architects and technical architects across all workstreams.

- Managed budgets and timelines for Single Customer View builds, including data cleaning and enrichment.
- Cut operational task time by 25% and reduced report generation time by 50% through automation.
- Provided pre-sales technical scoping for new opportunities.
- Clients: Unidad Editorial, Leroy Merlin, Idealista, AON, Cortefiel, Grupo Inditex.

Technical Account Executive

Experian Marketing Services · Madrid · Aug 2011 – Dec 2013

- Managed 50+ enterprise client accounts across finance, retail and telecommunications.
- Coordinated cross-channel campaign delivery and technical client requirements.
- Supported technical pre-sales for Vodafone, Banco Santander, Decathlon and Estée Lauder.

EDUCATION & CERTIFICATIONS

- Project Management Professional (PMP®) — Project Management Institute | July 2026
- Google Project Management Certificate — Google | Feb 2026
- Agile Project Management — Google | Mar 2026
- Higher National Diploma (HND) in Computer Science — Software Engineering — Edexcel (Universidad SEK, Newcastle programme) | 2006–2010

AWARDS & RECOGNITION

- Cheetah Digital Excellence Award, 2018 — EMEA recognition for client delivery
- Individual Marketing Forward Award, 2016 — EMEA recognition for delivery
- Individual Marketing Forward Award, 2013 — Top performer, Spain

LANGUAGES

Spanish — Native · English — C1, primary working language across all EMEA client engagements