# Sebastian de la Nuez

Oslo
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LinkedIn

Implementation consultant with ten years in customer-facing IT, seven of them delivering ERP, HR and critical-event software from contract to go-live. Now also building the AI tooling my team works with.

## Experience

### ECI Software Solutions

May 2025 – present
Implementation Consultant
Oslo / Moss

Ridder iQ ERP for Norwegian manufacturers, job shops and engineer-to-order companies. Blueprint to hypercare.

- Write the Blueprint, the pre-project specification that translates a customer's processes into how they will run in Ridder iQ.
- Run process workshops across sales, purchasing, production, logistics and finance.
- Configure the system and take customers through master data, imports, superuser training, UAT and go-live.
- Validate scope and identify delivery risks with sales during presales and handover.
- Built **Ridder Atlas**, an AI work system that knows the Ridder product line and works directly against Ridder iQ through its SDK, API and database to build and verify scripts and configuration. In use by consultants and project management.

### Sympa

Oct 2021 – May 2025
Implementation Consultant and Project Manager
Oslo

Managed and delivered HR system implementations for Norwegian and Nordic customers, from scoping and configuration to go-live and handover to support.

- Specialized in advanced configurations and complex projects: calculated fields, custom notification logic and solutions to customer problems that had not been built on the platform before.
- Configured connector integrations, mapped fields, validated data and wrote API specifications for integration partners.
- Supported presales and scoping, and introduced process improvements adopted by the Norwegian team.

### Everbridge / UMS

Sep 2017 – Sep 2021
Oslo

Three roles, through Everbridge's 2019 acquisition of UMS.

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| Implementation Specialist, Everbridge | May 2019 – Sep 2021 |
| Technical Support Engineer, UMS | Jun 2018 – Apr 2019 |
| Customer and Marketing Consultant, UMS | Sep 2017 – May 2018 |

- Led implementations of Everbridge's critical event management platform: address-, location- and group-based alerting for municipalities, dispatch centers and hospitals.
- Used SQL and the Everbridge API for configuration and data validation.
- Developed onboarding processes for new products, adopted by the global team.
- First- and second-line support on the telecom alerting infrastructure for Nordic customers, including the after-hours on-call rotation.
- Before that, ran UMS's websites and content, and designed and built the automated signing-and-archiving workflow for data processing agreements, part of the company's GDPR work.

### Webhelp Nordic

May 2016 – Sep 2017
Oslo

Technical Senior Advisor

Second-line technical advisor for Norwegian and UK customers, resolving escalated cases. Consistently exceeded performance targets and coached advisors across several local teams.

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**Tools and methods**

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| Technical | SQL · REST APIs · C# and PowerShell scripting · data migration · Git |
| AI tooling | Agentic workflows · agent orchestration · context engineering · evals |
| Methods | Process mapping · solution design · specification writing · workshops · UAT and go-live |

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**Outside work**

- **brreg-snap**, a browser extension in the Firefox and Chrome stores that shows which registered company is behind a Norwegian website and what the public register holds on it. github.com/ikkeseb/brreg-snap
- **BleepLoop**, a Windows live looper for guitar and keys with a real-time audio engine in Rust, built around the player's own plugins. github.com/ikkeseb/bleeploop
- More projects, with field notes: sebastian.nuez.no/lab

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**Background**

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| Education | NITH / Westerdals Oslo ACT, Information Technology, 2012 – 2014. Databases, web development, interactive design and network security. |
| Languages | Norwegian native, English fluent, Spanish in progress |
| Interests | Building with AI, emerging tech, guitar and music, travel, chess |