

Alessio Are

Project Manager · API integrations · Enterprise onboarding

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PROFILE

Project Manager with eight years in B2B delivery, six and a half of them at Tiqets. I take venues, distributors and booking platforms from raw API documentation to a live integration: aligning the partner with the internal teams, turning requirements into developer tickets, keeping engineering, product and commercial working to the same plan, and optimising the integration once it runs. Comfortable between technical and commercial stakeholders, and the one who writes down how the work is done.

HIGHLIGHTS

- **Walt Disney World and Disneyland onboarding.** Designed a setup that consolidated 400+ ticket variants into under 40, cutting onboarding effort and ongoing maintenance, with two- and three-way testing across Tiqets, distributor and venue.
- **Booking failures reduced on a major connectivity partner.** Root-caused in Datadog, review driven across four engineering teams, ~60 high-value products identified for a more reliable inventory model.
- **A PM system the team still uses.** PM Toolkit in Confluence plus a Jira board with templates, automations and milestone frameworks, so junior colleagues run implementations independently.
- **20+ carrier API integrations across 19 countries** delivered with a team of two developers, cutting the European team's workload and improving pricing accuracy by location.

EXPERIENCE

Project Manager

Jun 2025 - present

Tiqets · Amsterdam

- Lead end-to-end integration projects connecting enterprise venues and distribution partners to Tiqets, and improve the connectivity performance behind them.
- Key contact for the enterprise distribution onboarding programme (Disney, MGM Resorts): resolved net versus retail pricing logic and flagged a reconciliation risk before it materialised.
- Own new API integrations end to end, from raw documentation and requirements to developer tickets, supplier alignment calls and go-live. Recent partners: Directferries, Nostium, Kemedi, Hoppleisure, Infoticketing. Connectors: Tessitura, Octo, Experticket.
- Deliver code fixes and voucher templates to production with the development team, removing engineering dependencies; upgraded a partner integration to REST API.
- Automate recurring operational work with custom scripts and build Datadog and Looker dashboards that track reservation failure rates and open tickets automatically.
- Mentor a colleague through their growth plan and run knowledge-sharing and shadowing sessions for the team.

Senior API Implementation Manager

Jan 2025 - May 2025

Tiqets · Amsterdam

- Led complex API integration projects, aligning platform capabilities with partner requirements across Product, Operations and Sales.
- Built a documentation framework mapping every existing API integration with its technical and operational requirements, giving the company one central reference for onboarding planning.
- Set up a standard Jira workspace for API projects (templates, scopes, automations, checklists) so junior colleagues could run implementations on their own.

API Implementation Manager

Aug 2023 - Dec 2024

Tiqets · Amsterdam

- Connected Tiqets to API booking platforms including Bókun, ExperienceBank and TourCMS, coordinating requirements between partners and internal development teams.
- Managed timelines, troubleshooting and go-live deployments; validated connections for real-time availability, pricing and ticket issuance.
- Trained partners on the API and worked with Product, Operations, Sales and Customer Service to improve the onboarding experience.

Configuration Specialist

Feb 2020 - Jul 2023

Tiqets · Amsterdam

- Onboarded, maintained and optimised supply in Southern and Central Europe, the Nordics, the Baltics and Benelux: content, inventory monitoring, pricing, API integrations and performance reporting.
- Led a global project to improve product availability with remote and local teams, hitting target KPIs for more than 20 consecutive months.
- Ran the rollout of a global process limiting product unavailability during COVID-19, holding the metrics for over 12 months.

Commercial Manager & API Project Manager

Sep 2018 - Feb 2020

Globalinternet, now part of Expereo · Amsterdam

- Procured and managed B2B internet access delivery in France and Benelux for Cargill, AT&T, Nestlé, Mars, Adidas, BASF, Inditex, Unilever, British Telecom and Telefónica.
- Single point of contact between suppliers and the business, overseeing installations of six months or more and the escalations that came with them.
- Directed API integration with carriers across Europe (T-Mobile, KPN, Orange, Vodafone, British Telecom, Colt and others): 20+ integrations in 19 countries with two developers.

SKILLS AND TOOLS

Project delivery	Jira · Confluence · Agile / Scrum · waterfall · PRINCE2® · PMBOK · milestone planning · risk and stakeholder management · go-live coordination
Product collaboration	Working alongside Product Owners · roadmap input · backlog prioritisation · technical debt trade-offs · platform reliability · product and delivery metrics · hybrid Agile and waterfall environments
API integrations	REST APIs · API documentation · requirements and developer tickets · two- and three-way testing · troubleshooting · Tessitura · Octo · Experticket · Bókun · TourCMS · ExperienceBank
Data, automation and AI	Datadog · Looker · Excel · dashboards · automation scripts · data processing · automated ticket creation · root-cause analysis · failure-rate monitoring · prompt engineering · AI agent setup · AI-assisted prototyping · vibe coding · Six Sigma
Partners	Enterprise onboarding · supplier alignment · net versus retail pricing · partner training · procurement · escalation handling
Enablement	PM Toolkit in Confluence · Jira templates and automations · self-service documentation · process design · mentoring
Business	Business strategy · managerial economics · financial analysis · budgeting · digital and growth marketing · market research · Design Thinking · ISO 56002

CERTIFICATIONS

Design Thinking — Incompany Trainer, 2024	Emotional Intelligence Leadership — Beyond EI, 2022
PRINCE2® 2017 Practitioner — AXELOS, 2023	Growth Marketing — Growth Tribe, 2022
ISO 56002 Innovation Management — Eicorn, 2023	Digital Marketing Fundamentals — Google Digital Garage, 2022
Business English C1 — Univ. of Amsterdam, 2023	Market Research & Consumer Insights — Univ. of Cape Town, 2022
Tourism & Travel Management — Univ. of Queensland, 2023	Nederlands B1 — The Language Academy, 2022
CAPM® — Project Management Institute, 2022	Travel Writing — Scuola Holden, 2022
Six Sigma Yellow Belt — Aveta Business Institute, 2022	Leadership Bootcamp · Soft Skills — Rome Business School, 2021

EDUCATION

Double Master's Degree — Project Management	Rome Business School · Universidad Internacional de Valencia (VIU)
Postgraduate — Languages for International Communication	Università Mercatorum
Double Bachelor's — Applied Foreign Languages, Business & Tourism	Università della Valle d'Aosta · Université Savoie Mont Blanc
Languages: Italian (native) · English (C1) · French (C1) · Dutch (B1)	