

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience delivering complex digital transformations across the finance, retail, and healthcare industries. Expert in Agile and traditional methodologies, with strengths in end-to-end project delivery, stakeholder communication, and data-driven reporting to achieve key business objectives.

### **KEY SKILLS**

- **Project & Program Management:** End-to-End Project Lifecycle, Planning & Execution, Stakeholder Management, Risk & Issue Mitigation, Budgeting & Resource Allocation, Status Reporting, Requirements Gathering.
- **Methodologies & Frameworks:** Agile (Scrum, Kanban, SAFe), Hybrid, Waterfall, Scrum of Scrums.
- **Business Analysis & Documentation:** Business Requirements Documentation, Process Mapping, Workflow Design, Project Plans, Status Reports, Risk Logs, Data Visualization.
- **Tools & Technologies:** Jira, Confluence, Asana, MS Teams, Slack, Power BI, Google AI, AWS, GCP, SQL.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company reinventing businesses through innovative technology solutions, including AI-powered services, software development, and consulting for global enterprises.*

- Led Royal Caribbean's digital projects, managing plans, scope, and distributed teams to deliver AI chatbots and mobile features, enhancing guest digital engagement.
- Drove e-commerce platform performance for Dick's Sporting Goods, improving Core Web Vitals by 40% through adaptive quarterly roadmaps and disciplined execution.
- Managed project portfolios for clients like Banco de Chile, overseeing 100+ engineers, project documentation, and stakeholder reporting to ensure business alignment.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm delivering custom cloud-based solutions, Big Data analytics, and media streaming services for sports and healthcare industries in the Americas.*

- Managed end-to-end delivery of media apps for Concacaf, creating detailed project plans and coordinating AWS cloud services to expand fan engagement.
- Directed healthcare projects integrating AWS AI for voice-to-text, developing process maps and improving clinical documentation efficiency for partner hospitals.
- Facilitated business requirement discussions for healthcare imaging integrations, ensuring project deliverables and documentation met precise clinical and operational needs.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company specializing in integrated hardware-software solutions, including IoT devices and management platforms for public safety and healthcare sectors.*

- Managed the full SDLC for a bodycam solution for law enforcement, delivering 3,000+ devices and a real-time management platform on schedule.
- Led development and deployment of an integrated nurse-call system in 10+ hospitals, creating project plans and documentation to improve patient care response times.

- Coordinated project activities and resource allocation for IoT deployments, ensuring on-time delivery and adherence to government contract requirements and quality standards.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering POS and business management software for over 1,000 small businesses in the fitness, retail, and restaurant sectors across Latam.*

- Directed the entire software development lifecycle for a core POS product, creating a scalable SaaS solution adopted by over 1,000 small businesses.
- Managed project plans and integrations with biometrics, payment processing, and accounting apps, enhancing product value and increasing customer retention.
- Established operational workflows and technical documentation, leading to improved customer support efficiency and system uptime for a large B2B client base.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, transforming member wellness through technology-driven services across 60+ locations.*

- Led the implementation of Microsoft Dynamics CRM & ERP, creating project plans and process maps to centralize operations and enhance business intelligence capabilities.
- Managed IT infrastructure and service desk operations across 60+ sites, executing plans that improved system uptime and support ticket resolution rates.
- Directed the SDLC for a proprietary CRM and billing software, automating processes that reduced data entry time and improved member data accuracy.

## **PROFESSIONAL DEVELOPMENT**

- **Agile Project Management:** Certified SAFe 6 Agilist, Advanced Certified ScrumMaster (A-CSM), Certified ScrumMaster (CSM).
- **Agile Product Management:** Certified Scrum Product Owner (CSPO).
- **Project Management:** Management 3.0, Google Project Management Certificate, Microsoft Career Essentials in Project.
- **AI:** Google Generative AI Leader Certificate, Microsoft Career Essentials in Generative AI.
- **Cloud:** Google Cloud Digital Leader Certificate, AWS Cloud Technical Essentials.
- **Languages:** English, Spanish.

## **EDUCATION**

- **Bachelor's Degree in Computer Engineering:** Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia.
- **Graduate-level in Technology Management:** EAN University, Bogota, Colombia.