SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading global teams in delivering complex, high-value projects across diverse industries. Expert in managing the full project lifecycle for technical infrastructure, system integrations, and platform development. Strengths in financial oversight, C-level stakeholder communication, and improving system reliability and performance through meticulous planning and execution.

KEY SKILLS

- **Project & Program Management**: Hybrid Methodologies (Scrum, Kanban, Waterfall), Full Project Lifecycle, KPI & OKR Tracking, Financial Oversight, Risk Management, Resource Planning.
- **Technical & Infrastructure Management**: System Integration, Datacenter Migration (On-prem to GCP), Cloud Platforms (AWS, GCP), SDLC, Release Management, Production Support.
- **Stakeholder & Customer Relations**: C-Level Reporting, Customer-Facing Engagement, Cross-Functional Team Leadership, RFP & Proposal Development, Vendor & Partner Management.
- **Industry Expertise & Tools**: Finance, Healthcare, Retail, Travel, Public Safety; Jira, Confluence, MS Teams, Slack.

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focusing on reinventing businesses through innovative technology solutions, AI, and software development for global clients.

- Led a portfolio of projects for Royal Caribbean, managing roadmaps and budgets to enhance guest experience and onboard revenue through AI and mobile apps.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing the development lifecycle.
- Managed large-scale staffing and scrum-of-scrums for a +100 person team at Banco de Chile, ensuring on-time delivery of complex financial products.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm delivering custom technology solutions, specializing in cloud services, big data, and mobile applications for international clients.

- Directed end-to-end development of media platforms for Concacaf, managing fixed-price contracts and AWS infrastructure to expand fan engagement and reliability.
- Spearheaded medical imaging and data integration projects for hospitals using AWS and HL7, improving diagnostic workflow efficiency and system uptime.
- Implemented scrum methodologies for technical teams, increasing delivery predictability and establishing hyper-care support models for critical healthcare and media applications.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Led the full product lifecycle for a bodycam system for the Colombian Police, deploying over 3,000 devices and ensuring full compliance with government contracts.
- Managed development of IoT devices for hospitals, enhancing asset tracking and nurse call systems which improved patient service response times and operational efficiency.

- Acted as technical lead, contributing hands-on to release management and quality assurance for integrated hardware/software solutions, ensuring high-reliability delivery.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering POS and business management software for SMBs in the restaurant, fitness, and retail industries across Latin America.
- Led the entire SDLC for a SaaS POS product, scaling the platform to support over 1,000 small businesses and increasing market penetration.
- Directed complex integrations with payment processors, biometrics, and accounting systems, enhancing product value and expanding customer operational capabilities.
- Managed technical and support teams, providing hands-on leadership in operations to ensure high system uptime and customer satisfaction.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across Latin America, committed to improving members' quality of life through comprehensive wellness services.
- Managed IT infrastructure deployment for over 60 new sites across three countries, including networking, security, and IP phoning systems on schedule.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, centralizing operations and improving data-driven decision-making for member services.
- Established the company's IT Service Desk and developed the software lifecycle for a custom CRM, improving ticket resolution rates and system reliability.

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.