

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 11+ years of experience leading complex technology and infrastructure projects across global industries. Expert in delivering AI-driven, cloud-based, and system integration solutions through Agile and traditional methodologies, with a focus on end-to-end project delivery, financial oversight, and executive reporting.

KEY SKILLS

- **Project & Program Management:** Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Methodologies, End-to-End SDLC, Risk Management, Budget & Schedule Control, PI Planning, Executive Reporting (KPIs/OKRs)
- **Technical & Infrastructure Leadership:** Cloud Infrastructure (AWS, GCP), AI & Generative AI Solutions, System & Data Integration, SaaS Platforms, RFP & Proposal Development, Release Management
- **Team & Operations Management:** Global Team Leadership (+100), Resource Staffing & Planning, Performance Management, Change Management, Continuous Improvement, Client & Stakeholder Engagement
- **Business & Financial Acumen:** Financial Oversight, Cost-Benefit Analysis, Contract Administration, Vendor Management, Business Development Support, P&L Responsibility

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative technologies to reinvent businesses by creating seamless digital experiences and software solutions for global clients.

- Directed large-scale programs for clients like Royal Caribbean, managing AI chatbot deployment and system integrations, enhancing customer experience and operational efficiency.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform through meticulous quarterly roadmap execution and adaptive resource management.
- Led complex digital transformations, including a major datacenter migration to GCP for a banking client, ensuring on-time delivery and strict budget adherence.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A specialized software development firm creating innovative cloud-based solutions, media streaming services, and healthcare technology applications for North American clients.

- Managed the end-to-end delivery of AWS cloud-native media streaming and data platforms for Concacaf, launching services to a wide-scale international audience.
- Led projects integrating medical devices with AWS cloud services (DICOM/HL7), improving data accessibility and workflows for major Colombian healthcare providers.
- Spearheaded proposal development and team staffing for multiple fixed-price contracts, securing new business and delivering projects from concept through to production support.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm specializing in the design and deployment of integrated hardware and software solutions for public safety, IoT, and healthcare sectors.

- Led the full lifecycle of a bodycam system for the Colombian Police, successfully deploying over 3,000 devices and managing the supporting software infrastructure.

- Directed the implementation of integrated IoT solutions (RFID, Bluetooth) for over 10 hospitals, improving asset tracking and reducing patient wait times.
- Managed project execution under government contracts, ensuring strict compliance with regulations, quality standards, and on-time delivery while leading hands-on technical teams.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A Software-as-a-Service (SaaS) provider developing and scaling a comprehensive Point-of-Sale (POS) and business management platform for small and medium-sized enterprises.

- Owned the complete SDLC for a SaaS platform, leading technical development and scaling operations to support over 1,000 businesses across Latin America.
- Drove product innovation by integrating diverse hardware and software, including biometrics and payment processors, which increased platform value and market adoption.
- Led both technical and operational teams, providing hands-on coding, quality assurance, and customer support leadership to ensure high system uptime and satisfaction.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, focused on providing comprehensive wellness services supported by a robust technology platform.

- Managed the full IT infrastructure lifecycle, including networking and security, across 60+ new sites in Colombia, Peru, and Chile, enabling rapid business expansion.
- Led the successful enterprise-wide implementation of Microsoft Dynamics CRM & ERP systems, streamlining business operations and improving data management across the company.
- Established and directed the IT service desk and developed a custom access control system, significantly improving operational support and facility security for all members.

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.