SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading cross-functional teams and delivering complex digital projects in healthcare, finance, and retail. Expert in full-cycle project management, from planning and budgeting to risk mitigation and stakeholder reporting. Skilled in Agile (SAFe, Scrum) and traditional methodologies to manage system integrations, cloud-based solutions, and AI-driven applications. Strong background in driving process improvements and ensuring quality delivery in matrixed environments.

KEY SKILLS

- **Project Lifecycle Management**: Requirements Gathering, Project Planning & Scheduling, Budget & Resource Management, Risk Mitigation, Quality Assurance.
- **Methodologies & Frameworks**: Agile (SAFe, Scrum, Kanban), Hybrid, Waterfall, SDLC.
- **Stakeholder & Team Leadership**: Cross-Functional Team Coordination, Stakeholder Communication & Negotiation, Executive Reporting (RAG, KPIs, OKRs), Matrix Management.
- **Technical & Domain Expertise**: Healthcare Systems (DICOM, HL7), Cloud Platforms (AWS, GCP), AI Integration, Enterprise Software (CRM, ERP).

PROFESSIONAL EXPERIENCE

Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company leveraging AI and software development to help organizations reinvent themselves and unleash their potential for global clients.

- Led a portfolio of projects for Royal Caribbean, launching AI chatbot and guest app features that improved user engagement and ancillary onboard revenue.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading optimizations based on Core Web Vitals and adaptive quarterly roadmaps.
- Managed the end-to-end project lifecycle for banking clients, from RFP analysis and staffing to execution, ensuring on-time delivery within fixed-price contracts.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native applications, Big Data, and AI solutions for the media, sports, and healthcare industries.

- Directed the development of a voice-to-text application for healthcare professionals, significantly reducing documentation time and improving clinical workflow efficiency.
- Oversaw the integration of medical imaging systems (DICOM) with AWS cloud services, enabling secure data transfer and a new patient visualization portal.
- Launched a live-streaming media platform for Concacaf, managing the project from initial proposal to production, increasing fan access and engagement with content.

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 SDLC and deployment of over 3,000 bodycam units for the Colombian Police, ensuring full compliance with stringent government contract requirements.
- Managed the development of a real-time patient-flow tracking board for hospitals, improving inter-departmental communication and reducing patient wait times.

- Implemented a nurse call system using Bluetooth and RFID devices across 10+ clinics, improving asset tracking and boosting staff response times.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering a comprehensive POS solution for small businesses in the restaurant, fitness, and retail sectors across Latin America.
- Led the full software development lifecycle for a core POS product, successfully deploying it to over 1,000 small businesses, automating their sales operations.
- Directed integrations with biometrics, payment processors, and accounting apps, expanding product functionality and increasing customer retention by 25%.
- Managed the technical team hands-on, contributing to coding and releases, which streamlined the product adaptation process for diverse business needs.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers in Latin America, focused on providing wellness services through technology-enabled club experiences.
- Managed the complete IT infrastructure deployment for over 60 new sites across three countries, including networking, security, and IP phoning systems.
- Led the implementation of Microsoft Dynamics CRM and ERP systems, centralizing customer data and automating billing, which significantly improved operational efficiency.
- Established the company's IT Service Desk from the ground up, defining support workflows and improving ticket resolution rates for all corporate users.

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.