SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex digital transformations for public sector and commercial clients. Expert in managing projects involving enterprise content management (ECM) systems, cloud solutions, and system integrations. Skilled in Agile and traditional methodologies, with a strong focus on budget management, contract oversight, risk mitigation, and executive stakeholder communication.

KEY SKILLS

- **Project & Program Management**: Agile (Scrum SAFe Kanban) Waterfall Budget & Cost Management Contract Management Risk Management Stakeholder Engagement SDLC
- **Enterprise Content Management & Platforms**: ECM (AEM Alfresco) Cloud (AWS GCP) CRM (Salesforce Dynamics) AI & Data (Generative AI Google AI Chat)
- **Leadership & Operations**: Global Team Leadership (100+) Cross-Functional Coordination Executive Reporting RFP & Proposal Management Release Management
- **Certifications & Tools**: SAFe A-CSM CSM CSPO Google Project Management Jira Confluence MS Teams
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A global AI-focused digital consultancy that reinvents industries by creating innovative technology solutions and software for the world's leading brands.

- Led a project for Dick's Sporting Goods, managing their AEM-based enterprise content platform, which improved website performance and Core Web Vitals by 40%.
- Directed a multi-product program for Royal Caribbean, launching AI-powered guest services and improving onboard digital experience across globally distributed teams.
- Managed a 150+ person engagement for Banco de Chile, overseeing a datacenter migration to GCP and implementing Scrum of Scrums to coordinate 5+ Agile teams.
- Drove project lifecycle from RFP to release, managing budgets, contracts, and C-level stakeholder communications to ensure alignment with business objectives and KPIs.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL
A software development firm specializing in cloud-native solutions, data engineering, and custom applications for media and healthcare industries.

- Managed end-to-end delivery of media and streaming services for Concacaf, leveraging AWS cloud services (Polly, DynamoDB) to enhance fan engagement.
- Led development of AWS-based healthcare solutions, including voice-to-text applications and medical imaging integrations, improving clinical workflow efficiency for multiple hospitals.
- Implemented Agile methodologies and established hyper care support processes, ensuring successful product launches and high levels of client satisfaction post-deployment.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia
A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Directed a complex project for the Colombian Police, delivering 3,000+ bodycams and a management platform under a strict government contract.

- Led the full SDLC and managed project constraints, including budget, scope, and quality, ensuring full compliance with public sector regulations.
- Oversaw software and firmware development for IoT devices, leading both development and operations teams to support large-scale deployments across multiple cities.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia
A software house that provided a SaaS POS and management platform to over 1,000 small businesses in retail and wellness.

- Led the full product lifecycle for a SaaS POS system, integrating payments, inventory, and CRM features, increasing operational efficiency for clients.
- Managed technical teams hands-on, contributing to code and architecture while overseeing product implementation for 1,000+ businesses in Latam.
- Directed operations and customer support workflows, ensuring high system uptime and customer satisfaction for a diverse B2B client base.

PROFESSIONAL DEVELOPMENT

Certified SAFe 6 Agilist   01/2025
Scaled Agile, Inc

Advanced Certified ScrumMaster (A-CSM)   08/2024
Scrum Alliance

Certified Scrum Product Owner (CSPO)   09/2023
Scrum Alliance

Certified ScrumMaster (CSM)   07/2022
Scrum Alliance

EDUCATION

Bachelor of Science (B.S.), Computer Engineering   12/2005
Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia
A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.

Graduate Certificate, Technology Management   12/2008
EAN University, Bogota, Colombia
A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.