

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex software implementations and digital transformations across diverse industries, including healthcare. Expert in Agile and traditional methodologies, with strengths in full lifecycle project delivery, executive reporting, and end-user training coordination. Track record of improving system performance and managing large-scale software rollouts for clients like San Rafael Hospital and Antioquia Clinic. Passionate about improving patient care through technology.

KEY SKILLS

- **Project Management & Methodologies:** Project Lifecycle Management, SAFe, Scrum, Kanban, Waterfall, Hybrid Models, Risk & Budget Management.
- **Healthcare & System Implementation:** Healthcare IT Project Management, Software Implementation & Go-Live Support, End-User Training Coordination.
- **Stakeholder & Team Leadership:** C-Level & Executive Reporting, Stakeholder Engagement, Cross-Functional Team Leadership, Global Team Coordination.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Asana, AWS, GCP, SQL, Salesforce CRM.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company focused on reinventing businesses through innovative technology solutions, specializing in AI, cloud, and end-to-end software development.

- Directed software delivery for Royal Caribbean's guest app, leading to enhanced user engagement and new onboard revenue streams through AI chatbot and digital concierge features.
- Drove a large-scale e-commerce platform overhaul for Dick's Sporting Goods, improving Core Web Vitals performance by 40% and boosting the online customer experience.
- Led PI Planning for a 100+ person team at Banco de Chile, managing a datacenter migration to GCP and delivering new mobile banking features.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm delivering innovative solutions in media, sports, and healthcare, utilizing cloud services to enhance client operations and user engagement.

- Led the implementation of a voice-to-text application for clinicians, improving documentation speed and accuracy, thereby reducing administrative burden for healthcare professionals.
- Managed development of an imaging integration platform for multiple hospitals, enabling seamless DICOM data transfer and visualization to improve diagnostic workflows and patient care.
- Spearheaded the successful launch of a new media streaming service for Concacaf, delivering live matches and real-time statistics to a wide fan base.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions for public safety and healthcare, specializing in IoT devices and real-time data management.

- Directed the full SDLC for a bodycam system for the Colombian Police, successfully deploying over 3,000 devices to enhance officer safety and evidence collection.

- Deployed a Bluetooth nurse call system across 10+ hospitals, improving patient-staff communication and reducing response times by integrating with existing hospital systems.
- Led hands-on technical management of firmware updates, software releases, and operations, ensuring high system uptime and reliability for critical public safety infrastructure.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software for small to medium-sized businesses in the retail, fitness, and health & beauty industries.

- Led the entire product lifecycle for a SaaS POS solution, successfully implementing the system in over 1,000 small businesses across Latin America.
- Drove software evolution by integrating biometrics, payment processing, and inventory management, which streamlined client operations and increased sales data accuracy.
- Managed a 30-person development team, providing hands-on technical leadership in coding, quality assurance, and release management to ensure continuous product improvement.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

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

- Managed technology infrastructure expansion across 60+ new sites in Colombia, Peru, and Chile, ensuring seamless operations for a rapidly growing member base.
- Led the life cycle for a new CRM and billing software, automating key business processes and improving member data management, which supported retention efforts.
- Established and led the IT Service Desk, implementing support protocols that improved system uptime and staff productivity across all corporate and gym locations.

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.