

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience and an Engineering Degree, leading complex digital and infrastructure projects for the retail, finance, and healthcare industries. Expert in executing end-to-end project lifecycles, managing multiple deadlines, and fostering strong internal and external relationships to ensure quality delivery. Skilled in process improvement, consultant oversight, and data-driven reporting to meet key performance metrics and business objectives.

KEY SKILLS

- **Project & Program Management:** Process Execution, End-to-End Project Lifecycle, Timeline & Deliverable Reporting, Risk Management, Agile (SAFe, Scrum), Waterfall, Hybrid Methodologies.
- **Stakeholder & Vendor Relations:** Client Relationship Management, External/Internal Communications, Third-Party Coordination, Contract Management, Consultant & Contractor Oversight.
- **Financial & Proposal Management:** Budget Oversight, Invoice Management, RFP Analysis, Proposal Review & Approval, Resource Planning, Performance Metrics (KPIs, OKRs).
- **Technical Skills & Tools:** MS Office Suite (Word, Excel, PowerPoint), Jira, Confluence, Google Suite, Slack, Cloud Platforms (AWS, GCP), AI-driven Solutions.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digital and cognitive consulting company that helps organizations reinvent themselves with AI-powered software solutions and end-to-end delivery of innovative digital products.

- Improved e-commerce platform performance by 40% for retail client Dick's Sporting Goods, enhancing product quality through meticulous process execution and adaptive roadmaps.
- Managed end-to-end delivery for Royal Caribbean across 3 global teams, ensuring project alignment with quarterly roadmaps and strategic business goals.
- Led RFP analysis, estimation, and proposal creation for diverse client projects, directly supporting portfolio-level financial planning and consultant management.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom cloud-based solutions for media and healthcare, delivering innovative digital products from concept to production.

- Staffed and led a 10+ person team for Concacaf, implementing Scrum to streamline project execution and ensure on-time delivery of media platforms.
- Managed the full project lifecycle for healthcare clients, from initial proposal to production, maintaining strong client relations and ensuring quality product delivery.
- Established and reported on project KPIs, providing regular status updates to stakeholders to monitor key deliverables and maintain timeline adherence.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An integrated hardware-software firm developing solutions for public safety and healthcare, specializing in IoT devices and management platforms for large-scale deployments.

- Led project lifecycle for the Colombian Police, navigating government contract requirements and coordinating deployment of over 3,000 bodycam units across multiple cities.

- Directed design and development teams, managing the end-to-end delivery of complex systems, ensuring all components met rigorous client and regulatory standards.
- Liaised with external hardware vendors and internal teams to lead the closeout of projects, ensuring seamless integration and operational readiness for clients.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS platform with custom integrations for over 1,000 small businesses in the retail and service industries.

- Oversaw the SDLC and implementation of a POS SaaS product for 1,000+ retail and fitness clients, managing relationships and ensuring platform stability.
- Managed multiple third-party integrations with hardware vendors and payment processors, ensuring seamless system alignment and functionality for clients.
- Led the design and development teams to deliver a robust product, improving business operations and customer transaction speed for our clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, focused on leveraging technology to enhance member experience and streamline corporate operations.

- Managed infrastructure projects for 60+ new site openings, overseeing network and hardware installation to ensure operational readiness on schedule and budget.
- Acted as technical lead for a large-scale Dynamics CRM & ERP implementation, managing consultants and internal teams to align project with business goals.
- Established and led the IT Service Desk, implementing processes that improved system uptime and support satisfaction across all corporate and retail 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.