

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Client Delivery & Project Management professional with 10+ years of experience leading global teams (100+) in delivering complex digital transformations. Expert in managing large-scale, high-impact projects across finance, retail, and healthcare for clients like Royal Caribbean and Banco de Chile. Drives strategic growth and client success by aligning technical execution (AI, Cloud, SDLC) with business objectives, managing executive stakeholders, and optimizing delivery processes.

KEY SKILLS

- **Client & Project Leadership:** Strategic Planning, Client Relationship Management, Executive Stakeholder Coordination, Risk & Issue Management, Process Optimization, RFP & Proposal Management
- **Project Management Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Hybrid Waterfall & Agile, PMP/PMI Practices
- **Technical & Business Acumen:** AI & Generative AI Solutions, Cloud Platforms (AWS GCP), SDLC, System Integrations, E-commerce, Data Migration, Budget & Financial Oversight
- **Certifications & Tools:** SAFe 6 Agilist, A-CSM, CSPO, Google Generative AI, Google Project Management, Jira, Confluence
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative technologies to reinvent businesses and deliver large-scale software solutions for global clients.

- Led delivery for Royal Caribbean, managing global teams (15+) to launch guest-facing apps with AI chatbots, enhancing the onboard digital experience and guest satisfaction.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing the delivery roadmap for a 30+ person team.
- Acted as a trusted advisor for C-level stakeholders, translating complex project data into clear RAG status reports and strategic recommendations to ensure business alignment.
- Directed the staffing and methodological framework for a 150+ person engagement with Banco de Chile, establishing a Scrum of Scrums to deliver complex financial products.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy focused on delivering cloud-based solutions, big data analytics, and custom applications for media and healthcare clients.

- Managed end-to-end product delivery for Concacaf, launching media centers and streaming services on AWS that significantly increased fan engagement across championships.
- Partnered with healthcare clients to deliver critical solutions like AWS Polly voice-to-text and DICOM imaging integrations, improving clinical workflow efficiency and patient data access.
- Led project lifecycles from RFP to post-launch support, defining scope, budget, and teams (10+) to ensure on-time delivery of fixed-price projects.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.

- Led the full SDLC and deployment of an integrated bodycam solution for the Colombian Police, delivering over 3,000 devices with management software.
- Directed hands-on technical development and project management, leading code reviews and release strategies to ensure compliance with government contract requirements and on-time delivery.
- Implemented SaaS-based nurse call and asset tracking systems in 10+ hospitals, improving patient care coordination and reducing response times.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house that developed and scaled a SaaS POS solution for over 1,000 small businesses in the retail and fitness industries.

- Spearheaded the complete SDLC for a SaaS-based POS product, leading a 30+ person team and expanding the user base to 1,000+ businesses across Latam.
- Managed technical integrations with payment processors, biometric systems, and accounting apps, enhancing product value and increasing customer adoption rates by 25%.
- Provided hands-on technical leadership, including coding and code reviews, while managing the operations support workflow to ensure 99.9% system uptime.

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.