SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Scrum Master with 10+ years of experience guiding cross-functional teams and delivering complex digital projects in regulated industries. Expert in Agile (SAFe, Scrum, Kanban) methodologies, with a track record of enabling delivery for CRM and Salesforce-based initiatives. Strengths in impediment resolution, stakeholder collaboration, and fostering continuous improvement.

KEY SKILLS

- **Agile Methodologies & Delivery**: Scrum, Kanban, SAFe, Scrum of Scrums, Sprint Planning, Retrospectives, Backlog Refinement, Impediment Resolution.
- **CRM & Regulated Industries**: Salesforce CRM Implementation, CRM Ecosystems, Finance, Healthcare, Energy/Utilities, Compliance & Documentation.
- **Technical Project Management**: Full SDLC, Cloud Platforms (AWS, GCP), AI Integration, API Development, Release Management, Jira, Confluence.
- **Team Leadership & Stakeholder Engagement**: Cross-Functional Team Coaching, Product Owner & Tech Lead Collaboration, Executive Reporting (KPIs, OKRs), Continuous Improvement.

PROFESSIONAL EXPERIENCE

Technical Project Manager & Scrum Master   08/2021 - 07/2025
Globant, Medellin, Colombia

A digital-native technology services company focused on reinventing businesses through innovative solutions in AI, software development, and cloud platforms for global enterprises.

- Championed Agile practices for a Salesforce CRM implementation at Abastible (energy sector), enhancing sales and marketing operations through streamlined, value-driven delivery cycles.
- Guided 3 agile teams for Royal Caribbean, facilitating Scrum events and PI planning to deliver AI chatbot and mobile features, improving guest satisfaction.
- Led delivery for Banco de Chile (finance), navigating complex compliance requirements while implementing a Scrum of Scrums model to coordinate over 100 engineers.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software development consultancy creating custom solutions for media and healthcare industries, specializing in cloud services, data integration, and mobile application development.

- Implemented Scrum for multiple healthcare clients, delivering voice-to-text and imaging integrations that improved clinical workflows and physician efficiency.
- Directed agile delivery for the Concacaf media platform on AWS, enabling live streaming and news updates which increased fan engagement through timely content releases.
- Staffed and coached agile teams of 10+ engineers, establishing KPI/OKR-based reporting to ensure project alignment with client business goals and value delivery.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions for public safety and healthcare sectors, specializing in IoT, real-time data, and mobile systems.

- Led project delivery for the Colombian Police, deploying 3,000+ bodycams and management software, ensuring on-time delivery under strict government contract regulations.
- Managed the SDLC for a nurse-call system in 10+ hospitals, improving patient response times by integrating Bluetooth and RFID technologies with existing systems.

- Coached development teams using a hybrid Kanban model, enhancing workflow for both hardware firmware and software feature releases, improving cross-functional collaboration.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering comprehensive POS and business management software for over 1,000 small businesses across the retail, fitness, and health sectors.
- Oversaw the end-to-end SDLC for a SaaS platform, leading a team of 30+ to develop features that automated billing and improved customer management.
- Managed integrations with third-party systems like accounting apps and payment processors, expanding the product's ecosystem and increasing its market adoption rate.
- Established operational support workflows using a Kanban-based system, improving ticket resolution times and boosting customer satisfaction for a large user base.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, transforming member experiences through technology-driven services across more than 60 locations.
- Led the technical implementation of Microsoft Dynamics CRM and ERP systems, centralizing customer data and automating billing processes, enhancing operational efficiency.
- Managed the complete life cycle for a biometric access control system, improving security and reducing member check-in times across all company locations.
- Established and scaled the IT Service Desk, implementing formal support processes that improved system uptime and internal user satisfaction across three countries.

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.