

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations. Expert in end-to-end SaaS implementation, client partnership, and product adoption. Skilled in Agile (SAFe, Scrum, Kanban) and traditional methodologies, with strengths in managing multiple projects, executive reporting, and driving customer success.

KEY SKILLS

- **Project & Implementation Management:** End-to-End SaaS Implementation, Agile Methodologies (Scrum, Kanban), Project Planning & Execution, Risk Management, Stakeholder Engagement, Process Improvement.
- **Customer Experience & Partnership:** Client Onboarding, Product Adoption Strategy, Custom Implementation Planning, Relationship Building, C-Level Reporting, Best Practice Guidance.
- **Technical & Platform Acumen:** SaaS Platforms (CRM, E-commerce, HR/IT), Cloud Services (AWS, GCP), SDLC, System Integration, AI-Driven Solutions, Data Migration.
- **Tools & Technologies:** Jira, Confluence, Asana, Clickup, MS Teams, Slack, AEM, Salesforce, SQL, Google AI.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative software solutions to help organizations reinvent themselves and unleash their potential.

- Partnered with Royal Caribbean to implement new guest app features, driving product adoption and improving the onboard digital guest experience.
- Managed the end-to-end implementation of e-commerce platform enhancements for Dick's Sporting Goods, boosting Core Web Vitals performance by 40%.
- Led cross-functional teams of up to 100 to implement complex fintech and data solutions for banking clients, ensuring on-time project delivery.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native applications and custom SaaS solutions for the media, sports, and healthcare industries.

- Directed the full product implementation life cycle for Concacaf's media platform, from RFP to production support, increasing fan engagement.
- Implemented a voice-to-text SaaS solution for healthcare clients, streamlining clinical workflows and improving physician documentation efficiency and speed.
- Onboarded multiple healthcare clinics to a new medical imaging platform, managing data integration and ensuring seamless user adoption post-launch.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering integrated hardware and software solutions for public safety, IoT, and healthcare operations management.

- Led the implementation of an integrated bodycam and software solution for the Colombian Police, successfully deploying over 3,000 devices across multiple cities.
- Managed the customer onboarding and implementation of a SaaS-based nurse call system for 10+ hospitals, improving patient-staff communication speed.

- Defined project plans and led technical teams to deliver custom hardware/software solutions, ensuring government contract compliance and successful on-time delivery.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a proprietary business management platform for small businesses in the retail and wellness sectors across Latin America.

- Onboarded over 1,000 small businesses onto a SaaS platform, managing custom integrations and ensuring successful product adoption for each client.
- Directed the full software development life cycle for a POS product, incorporating customer feedback to drive enhancements and increase market fit.
- Led operations and customer support workflows, achieving high client satisfaction and retention for a growing SaaS business through streamlined processes.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers in Latin America, focused on providing wellness services through technology-enabled facilities.

- Managed the implementation of a new Dynamics CRM and ERP system, unifying business operations and improving data-driven decision-making for management.
- Led the implementation of IT infrastructure and service desks across 60+ new sites, ensuring operational readiness and high system uptime.
- Directed the life cycle for a custom billing and access control system, increasing member retention by 15% through a streamlined user experience.

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.