

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Technical Project Manager with 10+ years of experience leading complex technology initiatives in banking, fintech, and retail. Expert in Agile (Scrum, SAFe) and hybrid methodologies, driving end-to-end project delivery from ideation to deployment. Specializing in cloud platform integrations (AWS/Azure), API management, and AI solutions while ensuring strict regulatory, cybersecurity, and data privacy compliance. Excels in stakeholder management, vendor relations, and fostering a culture of innovation and accountability across cross-functional teams.

### **KEY SKILLS**

- **Project & Delivery Management:** Agile (Scrum, SAFe, Kanban), Hybrid Methodologies, SDLC, Jira, Confluence, Risk Management (RAID), PI Planning, Roadmapping.
- **Technical & Platform Expertise:** Cloud Platforms (AWS, GCP, Azure), API Integration & Management, Microservices, CI/CD, DevSecOps, AI & Generative AI Solutions.
- **Banking & Fintech Domain:** Core Banking System Integration, Digital Payments, Regulatory Compliance (FFIEC, BSA/AML), Vendor Management, Cybersecurity Standards.
- **Stakeholder & Performance Management:** Executive Reporting (KPIs, OKRs), C-Level Communication, Cross-Functional Team Leadership, Resource Forecasting, Budget Oversight.

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company reinventing business through innovative technology solutions, specializing in AI-driven software development and large-scale digital transformation.*

- Led end-to-end delivery for Royal Caribbean's digital guest apps, integrating AI chatbots and improving onboard service efficiency and customer satisfaction.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by optimizing Core Web Vitals and leading agile development teams.
- Managed a datacenter migration to GCP for Banco de Chile, ensuring business continuity and compliance while leading over 100 cross-functional team members.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm building custom cloud-native solutions, focusing on media streaming, big data applications, and healthcare technology integrations for diverse clients.*

- Launched a media and streaming platform for Concacaf, leveraging AWS services to deliver real-time match data and news to sports fans.
- Directed the integration of medical imaging systems (DICOM) with AWS cloud for multiple clinics, improving physician access to patient data securely.
- Implemented a voice-to-text application for healthcare professionals using AWS Polly, reducing documentation time and improving the accuracy of medical records.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*An IoT company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare operational management across Colombia.*

- Deployed an integrated bodycam and evidence management system for the Colombian Police, supporting over 3,000 devices with real-time streaming capabilities.
- Led the full SDLC for a SaaS-based nurse call system, implemented in over 10 hospitals to improve patient care response times.

- Managed project execution for an RFID asset tracking solution in clinics, ensuring on-time delivery and enhancing operational efficiency for hospital staff.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering point-of-sale (POS) and business management software for over 1,000 small businesses in the retail and wellness industries.*

- Led the entire SDLC for a multi-feature POS platform, growing the user base to over 1,000 businesses across Latin America.
- Integrated payment processing and biometric systems into the core SaaS product, enhancing security and streamlining sales transactions for retail clients.
- Managed a 30-person development team, delivering continuous updates and support that resulted in high customer retention and product adoption.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on delivering exceptional wellness experiences through technology-driven services and club management.*

- Oversaw IT infrastructure and network implementation across 60+ new sites in Colombia, Peru, and Chile, enabling rapid business expansion.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, automating billing and member management, significantly improving operational efficiency.
- Established the company's IT Service Desk from the ground up, defining support workflows and improving system uptime and user satisfaction.

## **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.