

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Program Manager with 10+ years of experience leading complex, cross-functional initiatives in high-growth tech environments. Expert in translating strategic business needs—including people operations and organizational development—into actionable project plans. Drives operational efficiency by scaling frameworks and managing the full lifecycle of programs, from staffing 150+ roles to implementing enterprise-wide methodologies. Excels in stakeholder alignment, risk mitigation, and data-driven reporting to enable strategic transformation and build high-performance teams.

### **KEY SKILLS**

- **People Program & Project Management:** Strategic Planning, Cross-Functional Leadership, Change Management, Risk Mitigation, Stakeholder Alignment, Process Improvement, KPI & OKR Reporting
- **HR & Organizational Enablement:** Talent Acquisition & Staffing (ATS), Team Onboarding, Performance Frameworks, Agile Coaching, Organizational Development, Career Pathing
- **Methodologies & Frameworks:** SAFe, Scrum of Scrums, Scrum, Kanban, Waterfall, Hybrid Models
- **Tools & Technologies:** Jira, Confluence, Power BI, Google Suite, MS Teams, Workday exposure, HRIS/HCM concepts, Generative AI

### **PROFESSIONAL EXPERIENCE**

#### **Program Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company helping organizations reinvent themselves through innovative technology and AI solutions, operating as a public, hyper-growth global consulting firm.*

- Led a strategic transformation for Banco de Chile by implementing Scrum of Scrums, enhancing organizational effectiveness and delivery consistency for 100+ professionals.
- Directed the end-to-end talent acquisition and staffing program for 150+ roles, defining requirements and managing the hiring pipeline to build high-performance teams.
- Drove cross-functional program delivery for clients like Royal Caribbean, managing scope, budget, and stakeholder communications to ensure alignment with strategic business goals.
- Established and scaled operational frameworks and performance metrics (KPIs/OKRs), enhancing reporting efficiency and consistency across portfolios in a high-growth environment.

#### **Program Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software consultancy specializing in cloud services and custom application development for media and healthcare clients, delivering innovative end-to-end solutions.*

- Managed the full program lifecycle for Concacaf, translating complex business needs into actionable project plans for media streaming and data management platforms.
- Spearheaded the staffing and onboarding for 10+ engineering roles, ensuring teams were equipped to meet tight deadlines and project requirements for healthcare clients.
- Implemented Scrum methodologies and created clear project documentation, improving team collaboration and providing transparent progress reporting to all stakeholders.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*An IoT firm developing integrated hardware and software solutions for law enforcement and healthcare sectors, focused on operational technology and security.*

- Led the full project lifecycle for a law enforcement bodycam solution, managing project constraints and ensuring on-time delivery under government regulations.
- Defined team structures and staffed 10+ technical positions, aligning talent with the specific needs of complex hardware-software integration projects.
- Drove operational readiness by creating support workflows and leading deployment for 3,000+ devices, enhancing client adoption and system uptime.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering POS and business management software solutions for over 1,000 small businesses in the retail and wellness industries.*

- Directed the full software development life cycle (SDLC) for a flagship SaaS product, managing feature releases and system integrations for 1,000+ businesses.
- Led a 30+ person team, providing technical guidance and project oversight to ensure product quality and alignment with evolving customer needs.
- Established and managed the operations support workflow, improving customer issue resolution times and overall service delivery for a diverse client base.

### **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

### **EDUCATION**

#### **Bachelor of Science (B.S.), Computer Engineering**

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**

2008

EAN University, Bogota, Colombia

*A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.*