SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital and infrastructure transformations in regulated industries, including healthcare. Expert in end-to-end project delivery, financial oversight, and executive reporting. Skilled in Agile and traditional methodologies, with a track record of improving performance by managing large-scale staffing and ensuring stringent compliance.

KEY SKILLS

- **Project & Program Management**: SAFe, Scrum, Kanban, Waterfall, MS Project, Jira, Confluence, Risk Management, Budgeting & Forecasting, Resource Planning.
- **Leadership & Stakeholder Relations**: Cross-Functional Team Leadership, C-Level Reporting, Vendor & Subcontractor Coordination, Mentorship & Coaching, On-site Operations Management.
- **Compliance & Quality Assurance**: Quality Management Systems (QMS), Full SDLC Governance, Production Support, Incident Management, Regulatory Adherence (Healthcare/ Finance).
- **Industry & Technical Acumen**: Healthcare Technology, Cloud Infrastructure (AWS, GCP, Azure), System Integration, Data Management, AI Solutions.

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native consulting company focused on reinventing businesses through innovative technology solutions, specializing in AI-powered software development and large-scale digital transformation.

- Drove program performance for clients like Dick's Sporting Goods, achieving a 40% boost in platform efficiency via adaptive quarterly roadmaps and PI Planning.
- Directed an AI chatbot project for Royal Caribbean, managing project constraints across three international teams to enhance guest services and operational efficiency.
- Managed Banco de Chile's datacenter migration to GCP, ensuring zero downtime and strict financial regulatory compliance while overseeing a team of over 100 personnel.

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

A software development firm delivering custom cloud, big data, and streaming solutions for the media, sports, and healthcare industries.

- Led development of a voice-to-text app for healthcare professionals at multiple clinics, improving documentation speed and ensuring compliance with patient data protocols.
- Spearheaded the end-to-end delivery of an AWS-based medical imaging portal for Las Americas Clinic, improving data access times and communication for clinicians.
- Managed the creation of Concacaf's media platform, coordinating complex data integrations to provide real-time streaming and statistics for international championships.

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

Provider of integrated hardware and software solutions for public safety and healthcare, specializing in bodycams, asset tracking, and real-time data management systems.

- Led the full project lifecycle for a bodycam system for the Colombian Police, deploying 3,000+ devices and ensuring strict compliance with government contracts.

- Directed implementation of a real-time patient flow tracking board across 10+ hospitals, improving operational visibility and communication speed for medical staff.
- Oversaw the entire SDLC, leading a 10+ person team in the development, quality assurance, and deployment of mission-critical public safety and healthcare products.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider offering specialized Point-of-Sale (POS) and business management software for over 1,000 small businesses in retail and wellness industries.
- Directed the end-to-end SDLC for a flagship POS product, leading a 30-person team and integrating complex systems like biometrics, payment processing, and inventory.
- Managed product implementation for over 1,000 businesses in Latam, customizing solutions for retail and fitness centers, which led to high client retention rates.
- Led technical operations and support workflows, achieving high system uptime and rapid issue resolution for clients in high-traffic retail and wellness environments.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America with over 60 sites, focused on providing comprehensive wellness services and facilities.
- Managed the complete IT infrastructure deployment for 60+ new sites, overseeing networking, security, and access control installations, ensuring on-time, on-budget openings.
- Led the enterprise-wide implementation of Microsoft Dynamics CRM & ERP, streamlining billing and member management, which automated billing and increased operational efficiency.
- Established and led the IT Service Desk, developing support protocols and managing a team to maintain high system uptime and user satisfaction across all locations.

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.