SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading global teams and delivering complex technical projects across diverse industries. Expert in full-cycle project delivery, including end-to-end planning, financial oversight, risk management, and contract negotiation. Skilled in mentoring technical staff and managing C-level stakeholder relations to ensure alignment with strategic goals.

KEY SKILLS

- **Project & Program Leadership**: End-to-End Project Lifecycle, Budget & Financial Oversight, Risk Management, QA/QC, Contract & Subcontract Negotiation
- **Client & Stakeholder Management**: C-Level Reporting & Communication, Proposal Development (RFP), Client Relations, Public Presentations, New Business Solicitation
- **Team Development & Mentorship**: Global Team Leadership (100+), Staffing & Resource Allocation, Technical Mentorship & Training, Performance Management (KPI/OKR)
- **Methodologies & Technical Tools**: Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, MS Project, Jira, Confluence, AWS, GCP, Azure

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A global, AI-powered software consulting firm creating digital transformations and cognitive solutions for top-tier companies across multiple industries.

- Directed a portfolio of digital projects for clients like Royal Caribbean, managing scope, budget, and schedules to ensure on-time, high-quality delivery.
- Improved digital e-commerce performance by 40% for Dick's Sporting Goods by leading technical teams through adaptive quarterly roadmaps and rigorous QA/QC processes.
- Led end-to-end project lifecycles for financial clients, from RFP analysis and proposal development to staffing and mentoring teams of over 100 engineers.

Senior Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.
A specialized software consultancy delivering custom cloud, big data, and AI solutions for enterprise clients in the media and healthcare sectors.

- Managed the development of regulated healthcare solutions, including AWS cloud data migration and voice-to-text applications, improving physician workflows and communication speed.
- Delivered complex media streaming platforms for Concacaf, leading projects from proposal to production support while managing fixed-price contracts and client relations.
- Established and led high-performing technical teams, implementing Scrum methodologies to deliver on weekly and quarterly KPIs, enhancing overall project predictability and success.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.
A technology firm specializing in integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Led the full lifecycle of a bodycam system for Colombian Police, managing hardware and software development, QA, and large-scale field deployment.
- Ensured project compliance with government contract requirements, overseeing operations and support for over 3,000 devices deployed across multiple cities nationwide.

- Deployed nurse-call and asset tracking systems in over 10 hospitals, improving staff response times by 25% and enhancing operational efficiency.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
An entrepreneurial SaaS company that developed, sold, and supported a Point-of-Sale platform for over 1,000 small businesses in Latin America.
- Directed the entire software development lifecycle for a market-leading SaaS POS product, leading a 30-person team in development, QA, and release management.
- Oversaw platform implementation and customization for over 1,000 businesses across retail and health sectors, driving a 95% customer retention rate.
- Led technical and operations teams hands-on, managing coding, architecture, customer support workflows, and Azure cloud infrastructure to ensure high system uptime.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, with a focus on technology-driven member experience and corporate operations.
- Managed multi-site technology infrastructure deployment for over 60 locations in 3 countries, including networking, security, and IP phoning systems.
- Led the technical implementation of Microsoft Dynamics CRM & ERP systems, improving billing accuracy and providing a unified view of member data.
- Established and led the IT Service Desk, achieving a 98% system uptime for a custom access control platform 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.