

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex IT, security, and digital transformation projects. Expert in bridging business analysis and project management, translating requirements into actionable plans, and delivering AI-driven solutions. Excels in defining KPIs/OKRs, creating performance dashboards, and managing projects with Agile (SAFe, Scrum) and hybrid methodologies. Skilled in managing scope, budget, and risk while leading cross-functional teams to exceed business objectives in enterprise technology ecosystems.

KEY SKILLS

- **Project & Program Management:** Agile (SAFe, Scrum, Kanban), Hybrid Methodologies; Risk & Budget Management; Stakeholder Communication; End-to-End Project Delivery.
- **Business & Data Analysis:** Requirements Gathering; Business Case Development (ROI); KPI & OKR Definition; Performance Dashboards & Reporting; Root Cause Analysis.
- **Technical & Security Acumen:** IT Operations; SDLC; Cloud Platforms (AWS, GCP); Information Security Principles; System & AI Integration; Compliance Frameworks.
- **Tools & Technologies:** Jira, Confluence, Azure DevOps, MS Teams, Slack, SQL, Java, Springboot, React, GenAI, Google AI Chat.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digital consulting firm helping organizations reinvent themselves with AI and software solutions, fostering innovation and delivering transformative business value at scale.

- Led a project portfolio for Royal Caribbean, developing AI chatbots and guest apps, improving user engagement and streamlining onboard digital service delivery.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by optimizing Core Web Vitals through adaptive quarterly roadmap execution.
- Orchestrated a large-scale datacenter migration to GCP for Banco de Chile, enhancing security, scalability, and operational efficiency for core banking services.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm specializing in cloud services, big data, and media solutions to drive digital transformation for international clients.

- Launched a media streaming platform for Concacaf, integrating AWS services to deliver live matches and statistics, expanding their digital audience reach.
- Deployed an AWS Polly-powered voice-to-text application for healthcare clients, improving clinical documentation speed and accuracy for over 100 medical professionals.
- Managed end-to-end development of a medical imaging integration solution, reducing data access times and improving diagnostic workflows for multiple hospitals.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions, specializing in IoT and security systems for public safety and healthcare sectors.

- Directed the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices with real-time streaming and facial recognition.
- Implemented a nurse-call system with asset tracking in over 10 hospitals, decreasing patient wait times and improving staff communication speed.

- Led technical teams hands-on, managing firmware development and software releases, ensuring on-time project delivery compliant with government contract regulations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS and business management platform for small and medium-sized businesses in the retail and wellness industries.

- Spearheaded the software development lifecycle for a POS platform, successfully implementing the solution for over 1,000 small businesses across Latin America.
- Led hands-on development and integrations for payment processing and inventory management, automating billing and reducing data entry time for clients.
- Managed the technical support and operations workflow, ensuring high system uptime and customer satisfaction for a diverse and growing client base.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across South America, focused on providing wellness services supported by robust technology and infrastructure.

- Managed technology infrastructure rollouts across over 60 sites in three countries, including networking, security systems, and IP phoning implementation.
- Led the full lifecycle for a custom CRM and billing software, increasing member retention through improved customer relationship and automated payment processes.
- Directed the IT Service Desk implementation, establishing support protocols and achieving a high ticket resolution rate and system uptime for all operations.

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.