SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY
Adaptive Project Manager with 10+ years of experience leading complex projects in regulated industries, including healthcare and public safety. Expert in end-to-end project delivery, from planning and budgeting to risk management and quality control. Skilled in managing large-scale teams, ensuring projects are delivered on time and within budget, meeting the highest safety and compliance standards.

KEY SKILLS
- **Project Management & Execution**: Project Lifecycle Management (Planning, Execution, Control, Closure), Risk & Compliance Management, Budget & Resource Allocation, Stakeholder & Vendor Relations.
- **Methodologies & Tools**: Agile (Scrum, Kanban, SAFe), Waterfall & Hybrid Models, Jira, Confluence, MS Project.
- **Industry & Domain Expertise**: Healthcare Operations & Systems (Hospitals, Clinics), Public Safety & Regulated Environments, IT Infrastructure & Systems Integration, SaaS & Cloud Platforms (AWS, GCP).
- **Leadership & Reporting**: Cross-Functional Team Leadership (On-site & Remote), Performance Tracking (KPIs & OKRs), C-Level & Executive Reporting, Staffing & Team Development.

PROFESSIONAL EXPERIENCE

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

A global AI-focused consulting firm delivering innovative software solutions and digital transformation for enterprise clients in healthcare, retail, and finance.
- Led project delivery for Royal Caribbean's guest services, managing distributed teams to launch new features on time, enhancing guest experience and onboard service efficiency.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading an agile transformation and optimizing core web vitals and infrastructure.
- Managed a datacenter migration to GCP for Banco de Chile and implemented a Scrum of Scrums framework for 100+ engineers, ensuring project alignment and on-time delivery.

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

A software consultancy specializing in custom cloud-based solutions, data services, and media streaming platforms for healthcare and sports media clients.
- Directed the development of critical healthcare applications, including imaging integration and voice-to-text systems, improving clinician workflow and patient data access.
- Ensured HIPAA compliance by managing the secure transfer of medical device data (DICOM) to AWS, enhancing data integrity and security for multiple clinic clients.
- Delivered a live-streaming media platform for Concacaf, managing the project from RFP to production support, increasing fan engagement through enhanced media access.

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

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors, focusing on IoT and real-time data.
- Led the full lifecycle of a bodycam system for the Colombian Police, deploying 3,000+ devices and ensuring operational readiness and strict governmental compliance.

- Implemented nurse call and asset tracking systems in over 10 hospitals, improving staff response times by 30% and enhancing patient safety and care coordination.
- Oversaw software development and field operations teams, managing project constraints to ensure on-time delivery of critical infrastructure for government and healthcare contracts.

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, fitness, and health industries.

- Spearheaded the full SDLC for a SaaS POS platform, integrating payment processing and inventory management to streamline operations for 1,000+ small businesses.
- Managed all integrations with hardware including biometrics and access control turnstiles, creating a secure and seamless user experience for fitness centers.
- Led technical and support teams, establishing operational workflows that resulted in a 95% customer retention rate through reliable service and continuous product improvement.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.

A leading health and fitness center chain with over 60 locations across Latin America, focused on providing premium wellness and training services.

- Directed the implementation of a secure access control system using biometrics across 60+ fitness centers, improving security and reducing member check-in time.
- Led the company-wide Dynamics CRM & ERP implementation, unifying customer data and billing processes, which supported rapid multi-country expansion and operational scale.
- Managed all IT infrastructure and service desk operations for 60+ sites, achieving 99.9% system uptime for critical business functions including CRM and billing.

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.