

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading global teams and delivering complex software, cloud, and AI solutions across finance, healthcare, and retail. Expert in Agile (SAFe, Scrum, Kanban) and full SDLC execution, with strengths in end-to-end project delivery, stakeholder communication, and budget oversight.

KEY SKILLS

- **Agile & Project Management:** SAFe, Scrum of Scrums, Kanban, SDLC; End-to-End Project Planning & Execution, Risk Management, Budget Oversight.
- **Technical & Platform Expertise:** Cloud Platforms (AWS, GCP), AI & Generative AI Solutions, System Integrations, Data Warehouse & Analytics, SaaS.
- **Leadership & Stakeholder Strategy:** Global Team Leadership (+100 engineers), C-Level Executive Reporting, KPI/OKR Definition, Product Roadmapping, Staffing.
- **Core Development & Operations Tools:** Jira, Confluence, Salesforce CRM, CI/CD Practices, Git, SQL/NoSQL, Service Desk Management.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm that reinvents businesses through innovative technology, specializing in AI-driven software development and large-scale digital transformation for global brands.

- Drove program performance for Royal Caribbean and Dick's Sporting Goods, achieving a 40% boost in e-commerce efficiency via adaptive quarterly roadmaps and PI Planning.
- Led +100 engineers in Banco de Chile's digital transformation, launching new mobile app features and a data warehouse on GCP to enhance customer experience.
- Directed end-to-end project lifecycle for enterprise clients, from RFP analysis and team staffing to release management and C-level stakeholder reporting on KPIs/OKRs.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development company delivering cloud-native and data-driven applications for media, sports, and healthcare industries in the US market.

- Delivered a media and news center for Concacaf, managing the full product lifecycle and leveraging AWS cloud services for live streaming and data management.
- Spearheaded the development of a voice-to-text application for healthcare, improving clinical documentation efficiency by integrating with existing AWS and data systems.
- Managed the end-to-end implementation of data-intensive healthcare products, including medical imaging (DICOM) integrations and patient portals to improve data accessibility.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare operational efficiency.

- Led end-to-end development of a bodycam system for law enforcement, defining requirements for hardware, firmware, and a real-time management web application for 3,000+ devices.
- Managed the product lifecycle for an IoT nurse-call system in 10+ hospitals, improving communication speed and patient response times through integrated hardware/software.

- Directed teams in a hybrid Kanban model, ensuring on-time delivery of complex hardware-software projects under government contract regulations and quality standards.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

An early-stage startup I co-founded, delivering SaaS POS and business management solutions for over 1,000 SMBs in the retail and fitness sectors.

- Led the full SDLC hands-on for a multi-feature SaaS POS system, integrating payments, CRM, and inventory management to scale the product and business.
- Directed technical operations and customer support workflows, ensuring high platform uptime and satisfaction for a rapidly growing 1,000+ customer base.
- Grew the company by managing customer relationships and technical integrations, showcasing a deep passion for building products and businesses from the ground up.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, focused on delivering premium member experiences through technology and personalized services.

- Championed the software development lifecycle for a proprietary CRM and billing system, directly managing member data to improve retention and operational efficiency.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, integrating key business functions to create a unified view of customer and operational data.
- Managed IT infrastructure and service desk operations across 60+ sites, ensuring high platform uptime and supporting all technology-driven member services.

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.