

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Scrum Master with 10+ years of experience guiding agile teams in delivering complex software solutions for hospitality, retail, and finance sectors. Expert in coaching multiple teams within matrix organizations, driving digital transformation, and enhancing product value. Excels at impediment removal, fostering collaboration, and supporting Product Owners to achieve strategic goals, directly impacting guest experience and operational efficiency.

KEY SKILLS

- **Agile Methodologies & Coaching:** SAFe Scrum Kanban Scrum of Scrums Backlog Refinement Continuous Improvement Impediment Removal
- **Project & Product Delivery:** SDLC Stakeholder Management Risk & Scope Management KPI & OKR Reporting Budgeting AI-Driven Solutions
- **Technical & Industry Acumen:** Hospitality & Travel Retail Finance Healthcare Public Safety AWS GCP Java Springboot
- **Certifications & Tools:** A-CSM CSM CSPO SAFe 6 Agilist Google PM Jira Confluence MS Teams Slack
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager & Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions, AI, and software development for global enterprise clients.

- Led agile delivery for Royal Caribbean's guest experience apps, managing 3+ offshore teams to enhance onboard digital services and improve the guest journey.
- Coached teams in SAFe and Scrum, facilitating PI Planning and ceremonies, ensuring transparent execution of quarterly roadmaps aligned with strategic hospitality goals.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by optimizing the agile SDLC and focusing on Core Web Vitals delivery.
- Managed full project lifecycle for banking and retail clients, including scope, budget, and risk, leading global teams of 100+ to deliver complex transformations.

Technical Project Manager & Scrum Master

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy delivering custom solutions with a focus on cloud services, big data, and innovative tech for international clients.

- Implemented Scrum for 10+ member teams, delivering media streaming and data management solutions for Concacaf and MLS teams on AWS cloud infrastructure.
- Directed agile software development for healthcare clients, launching a voice-to-text application that improved physician documentation efficiency by over 30%.
- Managed end-to-end project delivery from RFP to production support, ensuring on-time and on-budget execution for fixed-price contracts.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology firm specializing in integrated hardware and software solutions for public safety, security, and healthcare sectors in Colombia.

- Led the end-to-end SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices with integrated management software.

- Managed development and implementation of an IoT nurse-call system in 10+ hospitals, improving patient response times and communication efficiency.
- Directed project execution under government contracts, ensuring strict adherence to scope, quality, and delivery timelines while managing a 10+ person team.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house that developed and scaled a SaaS-based POS system for over 1,000 small businesses in the retail and fitness industries.

- Led the complete SDLC for a POS SaaS product, scaling the platform to support over 1,000 businesses across Latin America.
- Directed a 30+ person team in an adaptive Waterfall-Kanban environment, delivering features that increased customer retention by 25% through enhanced functionality.
- Managed technical integrations with payment processors, biometric devices, and accounting apps, expanding product capabilities and market reach.

PROFESSIONAL DEVELOPMENT

Certified SAFe 6 Agilist

01/2025

Scaled Agile, Inc

Advanced Certified ScrumMaster (A-CSM)

08/2024

Scrum Alliance

Certified Scrum Product Owner (CSPO)

09/2023

Scrum Alliance

Certified ScrumMaster (CSM)

07/2022

Scrum Alliance

EDUCATION

Bachelor of Science (B.S.), Computer Engineering

12/2005

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.

Graduate Certificate, Technology Management

12/2008

EAN University, Bogota, Colombia

A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.