SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading large-scale technical projects and global teams across technology, finance, and retail. Expert in full-cycle project delivery from planning to execution, managing scope, budget, and timeline for complex infrastructure and software deployments. Skilled in cross-functional collaboration, customer-facing reporting, and using data to drive decisions. A detail-oriented leader with an intense focus on quality, adept at navigating dynamic environments to deliver multiple objectives.

KEY SKILLS

- **Project & Program Management**: Project Planning & Execution, Scope, Budget & Timeline Management, Cost Management, Risk Mitigation, Resource Allocation, Stakeholder Reporting, SAFe, Scrum, Kanban, Waterfall.
- **Technical & Analytical Skills**: Data Analysis, Microsoft Excel, SQL, System Integration, SDLC, Cloud Platforms (AWS, GCP), Infrastructure Projects, Quality Assurance.
- **Leadership & Communication**: Cross-Functional Team Leadership, Customer-Facing Communication, C-Level Reporting, Vendor Management, Team Building & Coaching, PI Planning.
- **Industry & Domain Expertise**: Technology Infrastructure, E-Commerce, Finance & Banking, Healthcare IT, Retail, Travel & Hospitality, Public Safety, Media & Entertainment.

PROFESSIONAL EXPERIENCE

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

A digitally native company focused on reinventing business through innovative technology and AI solutions, helping organizations scale and succeed in a fast-paced world.

- Led end-to-end project delivery for Royal Caribbean, managing plans, budgets, and resources for guest-facing mobile applications, ensuring timely, high-quality feature releases.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by managing cross-functional teams and optimizing the project plan with Core Web Vitals.
- Managed a large-scale portfolio for Banco de Chile, including a datacenter migration to GCP, delivering comprehensive status reports to C-level stakeholders and clients.

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

A software development firm delivering custom solutions with a focus on cloud services, big data, and media streaming for North American and LATAM clients.

- Directed project lifecycle for Concacaf's media platform, managing AWS cloud services integration to launch new streaming features and increase fan engagement across platforms.
- Oversaw healthcare IT projects for multiple clinics, implementing AWS-based voice-to-text and medical imaging solutions, improving physician workflow and data accessibility.
- Led planning, staffing, and execution for 10+ member teams on fixed-price contracts, consistently delivering projects within scope and budget through adaptive methodologies.

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

An IoT company developing integrated hardware and software solutions for public safety and healthcare, specializing in real-time data and asset tracking technology.

- Led the full SDLC and deployment of 3,000+ bodycam systems for the Colombian Police, managing all project constraints to ensure on-time delivery.

- Managed the development and implementation of an RFID asset tracking system for 10+ hospitals, enhancing operational efficiency and improving patient care logistics.
- Directed cross-functional engineering teams in a hybrid Kanban/Waterfall environment, leading hands-on with releases and operational support to ensure high product quality.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider offering a comprehensive POS platform for small businesses in retail, fitness, and health, serving over 1,000 clients across LATAM.
- Led the entire software development lifecycle for a multi-feature POS system, managing development, quality, and releases to meet diverse SMB client needs.
- Directed product implementation and customization for over 1,000 small businesses, resulting in high client retention and successful market penetration in the retail sector.
- Managed technical integrations with biometrics, payment processors, and accounting apps, expanding platform functionality and increasing its market appeal and adoption rate.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, focused on providing comprehensive wellness services supported by robust technology and infrastructure.
- Managed the IT infrastructure lifecycle for over 60 sites across three countries, including networking, CCTV, and IP phoning, ensuring 99% system uptime.
- Led the technical implementation of Dynamics CRM & ERP systems, improving business operations and providing a unified platform for customer and financial data.
- Established and led the IT Service Desk, developing support workflows and managing a custom access control system deployment, improving member services and security.

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.