

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations across various industries. Expertise in AI-driven solutions and large-scale data center projects. Adept at managing program and portfolio-based projects, and improving performance and cost efficiency.

KEY SKILLS

- **Project Management Methodologies:** SAFe, Scrum, Kanban, Waterfall, Hybrid Methodologies
- **Project Management Tools:** Primavera P6, MS Project, Smartsheet, Confluence, Jira, Excel
- **Technology & Infrastructure:** Cloud Platforms (AWS, GCP, Azure), Data Centers, AI/ML Solutions, System Integrations
- **Financial & Risk Management:** Budget Management, Cost Control, Risk Mitigation, Earned Value Management (EVM)

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT consulting company providing software development and AI solutions to major enterprises worldwide.

- Led technical project management and Scrum for Royal Caribbean's Guest App, boosting onboard Wi-Fi adoption by 20% and improving customer satisfaction scores by 15%.
- Drove ecommerce performance improvements of 40% at Dick's Sporting Goods by optimizing Core Web Vitals through adaptive quarterly roadmaps.
- Successfully managed the implementation of the Metaverse branch for Banco de Chile, delivering on KPI's and OKRs across various teams.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in cloud services and AI-powered solutions for healthcare and media clients.

- Delivered Concacaf's app, integrating AWS services for live streaming and improved content delivery, resulting in a 30% increase in user engagement.
- Implemented a voice-to-text system for healthcare, automating 50% of medical transcription, resulting in significant cost savings and increased efficiency.
- Migrated medical imaging data to AWS, enhancing image visualization and improving diagnostic accuracy by 10%, via optimized data pipelines.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing hardware and software solutions for law enforcement and healthcare.

- Led the development and deployment of over 3,000 bodycams for the Colombian Police, ensuring on-time delivery under strict government regulations.
- Successfully implemented Bluetooth nurse-call systems in multiple Colombian hospitals, improving response times and enhancing patient care.
- Developed a patient flow tracking board, integrating with existing hospital systems and streamlining patient processes.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software house creating SaaS-based POS systems for various industries across Latin America.

- Managed the full SDLC for POS systems, resulting in the successful implementation for over 1,000 small businesses in LatAm, boosting sales by 15%.
- Integrated various payment systems and hardware devices into the POS platform, improving transaction processing speed by 20% and reducing errors.
- Led the technical team in developing and deploying a new feature for order management, reducing order processing time by 10%.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America.

- Implemented a new access control system with biometrics across 60+ sites, enhancing security and improving member experience.
- Managed the full lifecycle for the CRM and billing software, improving customer retention by 10% and streamlining billing processes.
- Led the implementation of Dynamics CRM and ERP, improving operational efficiency and providing better data-driven insights for business decisions.

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.