

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading complex, end-to-end projects for global clients in regulated industries, including Healthcare and Finance. Expert in full-lifecycle project delivery, managing scope, budget, and timelines for multi-million dollar initiatives. Excels at client-facing leadership, resource coordination, and vendor management to deliver high-quality outcomes. Skilled in translating complex requirements into actionable plans and driving projects with a focus on data-driven results.

### **KEY SKILLS**

- **Project & Program Management:** End-to-End Project Lifecycle, Scope/Cost/Time Management, Budgeting & Financials, Risk Mitigation, Quality Assurance, Vendor Management.
- **Client & Stakeholder Relations:** Client-Facing Leadership, C-Level Reporting, Requirements Gathering, Status Updates, Cross-Functional Team Coordination.
- **Industry Acumen & Solutions:** Healthcare, Finance, Retail, Hospitality; AI-Driven Solutions, Cloud Platforms (AWS, GCP), System Integrations, Data Migration & Warehousing.
- **Methodologies & Tools:** Agile (Scrum, Kanban), Waterfall, Hybrid Models; Jira, Confluence, Asana, MS Teams, Slack.

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company focused on reinventing businesses through innovative technology solutions, including AI, cloud, and enterprise applications for leading global brands.*

- Directed end-to-end project delivery for Royal Caribbean, launching app features that enhanced user experience and increased onboard revenue opportunities through tailored advertising.
- Managed project financials, scope, and timelines for a Dick's Sporting Goods e-commerce revamp, improving platform performance and Core Web Vitals by 40%.
- Led program-level initiatives for Banco de Chile, coordinating over 100 personnel to deliver complex data migration and app development projects on schedule.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in custom cloud-based solutions (AWS) and data applications for clients in the media and healthcare industries.*

- Managed the full lifecycle of a media streaming platform for Concacaf, overseeing vendor integration and resource allocation to meet fixed-price contract requirements.
- Led development of healthcare imaging solutions for multiple clinics, coordinating with stakeholders to ensure compliance and successful product adoption by 100+ medical staff.
- Delivered a voice-to-text application for healthcare professionals, managing the project from initial bid and costing through to final deployment and hypercare support.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, including mobile devices and management platforms for law enforcement and healthcare sectors.*

- Oversaw deployment of 3,000+ bodycams for the Colombian Police, managing project constraints and ensuring on-time delivery under strict government contract regulations.
- Managed client-facing implementation of an RFID asset tracking system for 10+ hospitals, improving operational efficiency and patient flow communication.

- Led the end-to-end project lifecycle for a nurse-call system, from hardware sourcing to software deployment, enhancing communication speed in clinical settings.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*An entrepreneurial software-as-a-service (SaaS) provider delivering point-of-sale (POS) and business management solutions to over 1,000 small businesses in LATAM.*

- Led the full software development lifecycle for a POS product, managing all technical and operational aspects from initial design to market launch.
- Directed implementation of the SaaS platform for 1,000+ clients across retail and fitness, increasing customer retention by 30% through customized solutions.
- Managed integrations with third-party vendors for payment processing and hardware, ensuring seamless functionality and 99.9% system uptime for all clients.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, operating over 60 sites with a focus on technology-driven member experiences.*

- Managed the implementation of a new Dynamics CRM/ERP system, coordinating with vendors and internal teams to streamline billing and improve member data management.
- Directed IT infrastructure and service desk operations for 60+ locations, achieving high system uptime and a 25% improvement in support ticket resolution times.
- Led the lifecycle for a custom access control system using biometrics, automating member check-in and reducing manual processing by 90% across all sites.

## **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.