

## SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading cross-functional teams in delivering complex software and SaaS implementations across diverse industries. Expert in full-cycle project management, from custom planning to driving user adoption, ensuring exceptional client experience and successful business outcomes. Skilled in Agile methodologies and collaborating with Sales, Product, and Engineering to enhance platform capabilities and streamline processes.

### **KEY SKILLS**

- **Implementation & Project Management:** Client Onboarding, Custom Implementation Planning, Project Scoping & Execution, End-to-End Project Lifecycles, Risk Management, KPI & OKR Tracking.
- **Client & Stakeholder Management:** Customer Experience (CX), C-Level Reporting, Cross-Functional Collaboration (Sales, Product, Engineering), User Adoption Strategy, Relationship Building.
- **Methodologies & Frameworks:** Agile, Scrum, Kanban, SAFe, Hybrid Waterfall, Project Management Professional (PMP) Practices.
- **Technical & Platform Acumen:** SaaS Implementation, HR & IT Systems (CRM, ERP), Cloud Platforms (AWS, GCP), Generative AI Solutions, API Integration, Data Migration.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company offering innovative technology solutions. Globant leverages AI and software development to help organizations reinvent themselves and unleash their potential.*

- Partnered with Royal Caribbean to implement a new AI chatbot, managing the end-to-end project lifecycle and driving guest adoption for enhanced digital concierge services.
- Led portfolio programs for Dick's Sporting Goods, improving e-commerce platform performance by 40% through adaptive quarterly roadmaps and agile execution, boosting customer satisfaction.
- Developed and scaled delivery teams for Banco de Chile, staffing over 150 positions and implementing Scrum of Scrums to manage a 100+ person program.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in custom solutions for media and healthcare. Delivers cloud-based applications and big data services to drive client innovation.*

- Managed the full implementation of a new media platform for Concacaf, from RFP to production support, increasing fan engagement through live streaming services.
- Directed the implementation of a voice-to-text SaaS product for healthcare clinics, seamlessly integrating with AWS to improve physician workflow and documentation accuracy.
- Orchestrated the development and rollout of an imaging integration solution, transferring medical data to AWS and improving patient data access for multiple clinics.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology provider of integrated hardware and software solutions for public safety and healthcare, focusing on IoT devices and data management platforms.*

- Led the end-to-end implementation of a bodycam system for the Colombian Police, deploying over 3,000 devices and a SaaS management platform on-time.

- Drove the software development lifecycle for a custom SaaS platform, incorporating facial recognition and real-time streaming to enhance public safety operational capabilities.
- Implemented a SaaS patient-flow tracking system across 10+ hospitals, integrating with existing systems to reduce patient wait times and improve communication speed.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS company providing POS and management software for small businesses in the retail, fitness, and health sectors, serving over 1,000 clients.*

- Spearheaded the full software development lifecycle for a multi-tenant SaaS POS platform, growing the user base to over 1,000 small businesses across LATAM.
- Managed product implementation for diverse clients, integrating with systems like biometrics and payment processors to automate billing and reduce data entry time.
- Led technical and operations teams, establishing support workflows that improved customer satisfaction and retention rates for the company's core SaaS product line.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading chain of health and fitness centers in Latin America, committed to improving well-being through technology-driven services and corporate medical centers.*

- Directed the implementation of Microsoft Dynamics CRM & ERP systems, streamlining billing and customer management to support expansion across 60+ locations in 3 countries.
- Managed the complete technology infrastructure lifecycle, including networking and security, ensuring 99.9% system uptime to support all fitness center operations.
- Established the IT Service Desk from the ground up, implementing support protocols that improved internal ticket resolution rates by 30% and employee satisfaction.

## **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.