

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading cross-functional teams and delivering complex projects across diverse industries. Expert in coordinating project lifecycles, managing client/vendor relationships, and ensuring delivery against cost, quality, and speed metrics. Skilled in financial oversight, negotiation, and data-driven process improvement, with a strong focus on driving operational efficiency and customer satisfaction.

KEY SKILLS

- **Project & Client Coordination:** National Account Management, Stakeholder Communication, Vendor & Franchise Relations, Service Level Agreements (SLAs), Dispatch & Resolution.
- **Financial & Contract Management:** Invoice Auditing & Negotiation, T&M/Fixed-Price Contracts, Budget Oversight, Cost-Benefit Analysis, RFP & Proposal Management.
- **Process & Operations Management:** Data Analysis & Reporting, Operational Efficiency, Root Cause Analysis, Quality & Service Improvement, Documentation & Portal Management.
- **Project Management Methodologies & Tools:** Agile (Scrum, Kanban), Waterfall, Hybrid Models, Jira, Confluence, Microsoft Office Suite (Excel, Word), Asana, ClickUp.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative software solutions to help organizations reinvent themselves and unleash their potential across various industries.

- Coordinated multiple project portfolios for clients like Royal Caribbean, ensuring on-time feature delivery and alignment with quarterly roadmaps, improving overall client satisfaction.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing project execution, optimizing resource velocity, and ensuring quality standards.
- Managed project financials and communications, translating complex execution data into RAG status reports for C-level stakeholders, ensuring project transparency and control.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom solutions for media, sports, and healthcare, leveraging cloud services and big data to deliver impactful products.

- Led end-to-end project delivery for Concacaf's media platform, managing scope, schedule, and budget to launch new streaming services for national viewers.
- Coordinated with healthcare clients to integrate voice-to-text AI and imaging systems, reducing documentation time and improving procedural accuracy for medical staff.
- Oversaw vendor contracts and project staffing for 10+ roles, ensuring resource alignment with project needs and delivering projects within fixed-price constraints.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT company that developed integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors to improve operational effectiveness.

- Managed the deployment of over 3,000 bodycam units for the Colombian Police, coordinating software development, hardware logistics, and on-site support.
- Directed the project lifecycle for a nurse-call system in 10+ hospitals, improving communication speed between patients and medical staff through integrated devices.

- Led project execution under government contracts, ensuring strict compliance with regulations, quality standards, and on-time delivery for critical public safety solutions.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider developing and managing Point of Sale (POS) and business management software for over 1,000 small businesses in the retail industry.

- Directed the full SDLC for a flagship POS product, implementing features that automated billing and inventory management, increasing operational efficiency for clients.
- Led client implementations and support operations for 1,000+ businesses, adapting the SaaS platform to meet specific industry needs and improve customer retention.
- Managed software integrations with payment processors, barcode scanners, and accounting apps, streamlining sales transactions and financial reporting for restaurant and retail clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in South America, operating over 60 sites across Colombia, Peru, and Chile, focused on wellness.

- Managed the IT infrastructure lifecycle across 60+ sites, including networking and security systems, ensuring 99% operational uptime for all locations.
- Led the company-wide implementation of Microsoft Dynamics CRM & ERP, streamlining customer billing and membership management, which improved data accuracy and member services.
- Established and led the IT Service Desk, improving ticket resolution rates and user satisfaction by implementing standardized support processes and workflows.

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.