SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading large, globally-distributed teams and delivering complex digital and operational transformations. Expert in managing the full project lifecycle, from strategic planning and resource allocation to financial oversight and executive reporting. Skilled in Agile and traditional methodologies to drive program efficiency, maximize resources, and ensure high-quality deliverables for critical public safety, government, and enterprise initiatives.

KEY SKILLS

- **Project & Program Management**: Strategic Planning, Full Project Lifecycle, Complex & Dynamic Projects, Risk Management, Budget & Scope Control, Quality Assurance, Executive Reporting (KPIs/OKRs).
- **Leadership & Team Management**: Large-Scale Team Leadership (100+), Cross-Functional & Multi-Disciplinary Teams, Resource Allocation & Staffing, Coaching & Mentoring, Global Team Coordination.
- **Methodologies & Frameworks**: Agile (SAFe, Scrum of Scrums, Kanban), Waterfall, Hybrid Models, Project Management Best Practices.
- **Domain & Technical Acumen**: Government & Public Safety Contracts, RFP & Proposal Development, System Integration, Cloud Platforms (AWS/GCP), MS Office Suite & Project Tools.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting firm focused on AI and software solutions, helping organizations reinvent their businesses and stay ahead in a competitive global landscape.

- Led complex digital programs for clients like Royal Caribbean and Dick's Sporting Goods, managing multi-million dollar budgets and improving platform performance by 40%.
- Directed large, multi-disciplinary teams of over 100 global engineers, optimizing team capacity and velocity to consistently meet aggressive quarterly roadmap objectives.
- Managed full lifecycle project delivery for major banking and retail clients, from RFP analysis and staffing to execution, enhancing stakeholder visibility through KPI reporting.

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

A software development firm delivering custom cloud-based solutions and data services for clients in the media, sports, and healthcare industries across the Americas.

- Oversaw the end-to-end development of a media streaming platform for Concacaf, from proposal to hypercare support, successfully launching new services for major sports leagues.
- Managed the delivery of critical healthcare solutions for multiple hospitals, including data integration and imaging systems, improving procedural efficiency and data access.
- Implemented Scrum methodologies for project teams, defining and staffing resources to deliver on fixed-price contracts within budget and on schedule, ensuring client satisfaction.

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

An integrated technology company providing hardware and software solutions for public safety, law enforcement, and healthcare, specializing in IoT and data management.

- Led a complex public safety project for the Colombian Police, delivering over 3,000 bodycams and a management platform under strict government contract requirements.

- Directed the entire software and firmware development lifecycle for law enforcement devices, ensuring compliance and successful city-wide deployment and operational support.
- Managed the implementation of asset tracking and communication systems for 10+ hospitals, improving operational workflows and reducing patient wait times through technology.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A Software-as-a-Service (SaaS) provider delivering Point-of-Sale (POS) and business management solutions for over 1,000 small businesses in Latin America.
- Directed the full SDLC for a flagship SaaS product, leading a 30+ person team and managing complex integrations with payment, hardware, and accounting systems.
- Led product implementation and adaptation for over 1,000 retail and health businesses, directly contributing to customer acquisition and 95% market retention.
- Managed all operational support workflows, providing hands-on technical leadership in releases to ensure 99.9% system uptime and high customer satisfaction scores.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile with a focus on technology-driven member experience.
- Managed IT infrastructure and operations across 60+ sites in three countries, ensuring high availability for all critical business and member-facing systems.
- Led the full lifecycle for a custom CRM and billing software, automating billing processes and supporting membership growth to over 200,000 active users.
- Directed the implementation of a company-wide IT Service Desk and security systems, improving support ticket resolution by 30% and enhancing security compliance.

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.