SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Senior Scrum Master with 10+ years of experience leading cross-functional teams in complex environments, including financial services, retail, and travel. Expert in driving Agile delivery for Salesforce CRM and AWS/Java development projects. Strengths in coaching teams, reinvigorating Agile practices, removing impediments, and using Jira for transparent KPI reporting to ensure continuous improvement and alignment with business goals.

KEY SKILLS

- **Agile Leadership & Coaching**: Scrum Master for Multiple Teams, Agile Coaching, Continuous Improvement, Impediment Removal, SAFe
- **Technical & Platform Expertise**: Salesforce CRM, AWS/Java Environments, Financial Services Industry, JIRA & Confluence, Generative AI
- **Process & Delivery Management**: Agile Process Refinement, Backlog Grooming & Prioritization, KPI & Metrics Reporting (Burndown, Velocity), Stakeholder Communication
- **Methodologies & Frameworks**: Scrum, Kanban, SAFe (Scaled Agile Framework), Scrum of Scrums, Hybrid (Waterfall/Scrum)

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager & Scrum Master   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native consulting firm helping organizations reinvent themselves with AI-powered solutions and innovative software development to stay ahead in their industries.

- Led 3 offshore teams for Royal Caribbean using SAFe, delivering a Google AI chatbot and enhancing guest experience mobile apps, improving customer satisfaction.
- Coached multiple Scrum of Scrums teams (+30 members) for Dick's Sporting Goods, improving e-commerce platform performance by 40% through adaptive quarterly roadmaps.
- Oversaw Salesforce CRM and data projects for banking clients, staffing 150+ positions and leading 5 Scrum Masters to implement Scrum of Scrums methodology.

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

A custom software development company creating innovative solutions using cloud services (AWS), big data, and AI for media and healthcare clients.

- Managed end-to-end delivery of media and streaming apps on AWS for Concacaf, leading a 10+ person team through a hybrid Scrum model.
- Delivered voice-to-text and medical imaging solutions for hospitals using AWS, implementing Scrum and managing the full product lifecycle from concept to support.
- Established Scrum practices and staffed teams of 10+ engineers, defining and delivering on project KPIs for fixed-price contracts to ensure on-time delivery.

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

An IoT solutions provider delivering integrated hardware and software for public safety and healthcare, specializing in real-time data and management systems.

- Led the full SDLC for a bodycam and evidence management system for the Colombian Police, deploying 3,000+ devices and ensuring on-time delivery.
- Directed implementation of SaaS patient flow and nurse call systems in 10+ hospitals, improving communication speed and reducing patient wait times.

- Provided hands-on technical leadership in Java/Python while defining project constraints and ensuring on-time delivery under government contract regulations.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS company providing POS and business management software to over 1,000 restaurants, fitness, and health centers across Latin America.
- Led the entire product SDLC for a SaaS POS platform, implementing features for sales, inventory, and CRM for 1,000+ businesses, increasing operational efficiency.
- Directed technical teams in .Net and SQL, managing hands-on coding, releases, and integrations with biometrics, payment processors, and accounting apps.
- Managed operations and customer support workflows for the SaaS product, achieving high system uptime and customer satisfaction for a large client base.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across Latin America, leveraging technology to enhance member experience and streamline corporate operations.
- Managed IT infrastructure deployment for 60+ new sites across 3 countries, including networking and security, ensuring 100% operational readiness on launch day.
- Acted as technical lead for a company-wide Dynamics CRM & ERP implementation and directed the SDLC for a custom billing platform, improving data accuracy.
- Established the IT Service Desk and led implementation of biometric access control systems, reducing unauthorized access and improving member check-in speed.

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.