SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex program delivery and digital transformations for global clients. Expert in end-to-end project lifecycle management, from financial planning and governance to executive reporting. Skilled in leading cross-functional teams and communicating technical components effectively across all organizational levels.

KEY SKILLS

- **Project & Program Management**: Full Project Lifecycle, Financial Management, Cost-Benefit Analysis, Resource Allocation, Risk Management, Vendor Management.
- **Leadership & Stakeholder Engagement**: Executive Reporting & Dashboards, Cross-Functional Team Leadership, Partnership Building, Project Governance, C-Level Communication.
- **Technical Acumen**: SDLC, Cloud Platforms (AWS, GCP), System Integration, Network & Server Fundamentals, AI & Data Solutions, Identity & Access Management.
- **Methodologies & Tools**: Agile (SAFe, Scrum, Kanban), Hybrid, Waterfall, Jira, Confluence, MS Teams, Slack, Azure.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company focused on reinventing businesses through innovative technology solutions, specializing in AI-driven software development for global enterprises.

- Led program delivery for Royal Caribbean, managing multiple project teams and budgets to launch new AI-powered guest features, improving customer engagement.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by managing the delivery of core web vitals and executing adaptive quarterly roadmaps.
- Directed a +100 person program for Banco de Chile, defining project governance and staffing to deliver a datacenter migration and new digital banking features.

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

A software development firm delivering custom solutions across media and healthcare, leveraging cloud services and big data to create impactful digital products.

- Managed end-to-end delivery of media and streaming platforms for Concacaf, utilizing AWS services to support live events and enhance fan engagement.
- Led development of healthcare solutions, including medical imaging integrations (DICOM) and voice-to-text apps, improving clinical workflow efficiency for multiple hospitals.
- Oversaw project financials, resource allocation, and vendor relations for fixed-price contracts, ensuring profitable delivery and high client satisfaction.

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

A technology company specializing in integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.

- Headed the full lifecycle development and deployment of 3,000+ bodycam units for the Colombian Police, including firmware, management software, and server infrastructure.
- Directed project execution under government contracts, ensuring strict adherence to compliance, quality standards, and on-time delivery within a fixed budget.
- Launched an integrated nurse-call system in over 10 hospitals, managing hardware deployment and software integration to improve patient response times.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider that developed and scaled a comprehensive POS solution for over 1,000 small businesses across the retail and wellness industries in Latam.
  - Led the complete SDLC for a SaaS POS platform, managing development, releases, and infrastructure for 1,000+ businesses, increasing market adoption.
  - Directed product integrations with biometrics, payment processors, and accounting apps, expanding platform functionality and increasing customer retention.
  - Managed a 30+ person team, defining technical roadmaps and operational workflows that ensured 99.9% system uptime and high customer support satisfaction.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, transforming member experiences through technology-driven services across 60+ locations in three countries.
  - Managed IT infrastructure deployment across 60+ new sites, including networking, servers, and security systems, establishing the technological backbone for expansion.
  - Led the implementation of Microsoft Dynamics CRM & ERP systems, centralizing customer and financial data to improve business operations and reporting accuracy.
  - Established and led the IT Service Desk, implementing support workflows that improved system uptime and internal user satisfaction across the organization.

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.