

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Scrum Master with 10+ years of experience guiding Agile teams in delivering complex projects for healthcare, finance, and retail sectors. Expert in SAFe and Scrum methodologies within compliance-heavy environments. Skilled in PI planning, full-cycle project delivery, and impediment removal to enhance team velocity. Proficient with Jira and Rally for backlog management and enterprise-level reporting.

KEY SKILLS

- **Agile & Project Management:** SAFe, Scrum, Kanban, PI Planning, Scrum of Scrums, Backlog Grooming, Sprint Planning, Retrospectives
- **Industry Expertise:** Healthcare Systems (Imaging, EMR/EHR), Financial Services, Retail & E-commerce, Public Safety, Travel & Hospitality
- **Tools & Technologies:** Jira, Rally, Confluence, MS Teams, AWS, GCP, Google AI, Springboot, SQL, CI/CD
- **Leadership & Delivery:** Stakeholder Management, C-Level Reporting (RAG Status), Risk Management, Budget & Scope Control, Release Management

PROFESSIONAL EXPERIENCE

Technical Project Manager & Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT and software development consultancy reinventing business through AI-powered solutions, helping organizations scale and innovate with digitally native services.

- Led SAFe/Scrum teams for Royal Caribbean and Banco de Chile, facilitating PI planning and ceremonies to ensure alignment in regulated travel/finance environments.
- Drove a 40% performance boost for Dick's Sporting Goods e-commerce site by managing adaptive quarterly roadmaps and optimizing team velocity with Jira.
- Managed end-to-end delivery for AI-driven projects, from RFP analysis to release, ensuring on-time execution for cross-functional, globally distributed teams.

Project Manager & Scrum Master

01/2020 - 07/2021

Mango Soft, Miami, FL.

A specialized software firm delivering innovative solutions for the media and healthcare industries, focusing on cloud services, data management, and custom application development.

- Championed Scrum for healthcare clients, delivering projects for imaging integration and surgery management systems, which significantly improved clinical workflows and data accuracy.
- Implemented products from definition to production for San Rafael Hospital, enhancing patient data handling and reducing procedure tracking time through agile delivery.
- Directed the end-to-end delivery of a media streaming platform on AWS for Concacaf, ensuring high availability and a seamless user experience.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions for public safety and healthcare, specializing in IoT and real-time data systems.

- Led the full SDLC for a Bodycam system for law enforcement, managing deployment of 3,000+ devices under strict government contract regulations.
- Deployed a nurse-call system in over 10 hospitals, integrating Bluetooth and RFID devices to improve asset tracking and reduce patient response times.

- Directed software and operations teams, establishing workflows for customer support and deployment that ensured high system uptime and client satisfaction.

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 in the retail, fitness, and health industries.

- Directed the full SDLC for a SaaS POS product, leading a 30-person team and driving adoption across 1,000+ businesses in Latin America.
- Integrated the POS with biometrics and payment gateways for health and fitness centers, automating billing processes and reducing manual data entry time.
- Led technical teams hands-on, performing code reviews and managing releases to ensure product quality and operational stability for a diverse client base.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, committed to improving wellness through technology-driven services and member-focused gym experiences.

- Managed technology infrastructure across 60+ sites, including networking and security, achieving 99% uptime for business-critical systems and improving member services.
- Led the SDLC for a custom CRM and billing platform, resulting in automated member management and contributing to increased member retention through better service.
- Directed the implementation of Microsoft Dynamics CRM & ERP, streamlining business operations and providing a unified platform for sales and member data management.

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.