

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Senior Project Manager with 10+ years of experience leading global teams and delivering complex technical projects across diverse industries. Expert in managing portfolios of AI-driven, cloud-based, and systems integration solutions. Skilled in Agile (SAFe, Scrum) and traditional methodologies, with strengths in full lifecycle delivery, from strategic proposal to financial oversight and executive reporting.

### **KEY SKILLS**

- **Project & Program Management:** Full Project Lifecycle, Portfolio Management, Risk Management, Issue Resolution, SDLC, Cloud Infrastructure (AWS, GCP), Hardware/Software Integration, AI-driven Solutions.
- **Client & Strategic Leadership:** Client Relationship Management, Strategic Planning, Proposal Development (RFP), Contract Negotiation, Go/No-Go Analysis, C-Level & Stakeholder Reporting.
- **Financial Acumen & Performance:** Project Financial Metrics, Budget Oversight, T&M & Fixed Price Models, KPI & OKR Tracking, Performance & Cost Optimization, Resource Management.
- **Team Leadership & Methodologies:** Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Global Team Management (100+), Cross-Functional Coordination, Mentoring, Process Improvement.

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company reinventing businesses through innovative technology solutions, specializing in AI-powered software development and consulting for global enterprises.*

- Managed a project portfolio for Royal Caribbean, leading 3 global teams to deliver an AI chatbot and guest app features on time and budget.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading teams through a Core Web Vitals optimization initiative using Scrum.
- Led program strategy for Banco de Chile, staffing over 150 roles and implementing a Scrum of Scrums framework to guide a 100+ person team.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm delivering custom cloud-based solutions, specializing in media streaming, big data, and innovative healthcare applications for North American clients.*

- Led end-to-end development of a media streaming platform for Concacaf, managing AWS cloud services integration to deliver new features for live matches.
- Directed multiple healthcare projects, delivering a voice-to-text AI solution (AWS Polly) that improved clinical workflow efficiency for several hospitals.
- Managed the full project lifecycle from RFP and proposal to production, successfully delivering multiple fixed-price projects and building lasting client relationships.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company specializing in integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.*

- Directed the end-to-end development of a bodycam system for law enforcement, successfully deploying over 3,000 devices and a real-time management platform.

- Led technical teams in hands-on development and operations, managing the full SDLC for embedded Android firmware and cloud software under government contract.
- Implemented an RFID asset tracking and nurse call system across 10+ hospitals, improving operational efficiency and patient communication speed.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering POS and business management software, scaling to serve over 1,000 small businesses across the retail and wellness industries.*

- Led the complete SDLC for a multi-feature POS system, managing hands-on coding, quality assurance, and release management for a large user base.
- Directed product implementation and customization for over 1,000 small businesses in Latam, driving high customer adoption and scaling operational support.
- Integrated the SaaS platform with payment processors, biometrics, and accounting apps, expanding product functionality and reducing customer data entry time.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in South America, operating over 60 locations across Colombia, Peru, and Chile.*

- Managed technology infrastructure and operations across 60+ sites, overseeing networking, IT service desk, and security systems to maintain 99% system uptime.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, enhancing business processes and centralizing data for the enterprise, improving reporting accuracy.
- Directed the lifecycle for a custom access control system, integrating software with turnstiles and biometrics to automate check-in for thousands of members daily.

## **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.