

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 15+ years of experience leading complex, global digital transformations across the finance, retail, and travel industries. Expert in Agile (SAFe, Scrum, Kanban) and Waterfall methodologies, guiding cross-functional teams of up to 100 engineers. Excels in end-to-end project delivery, from strategic planning and financial oversight to stakeholder reporting and risk mitigation.

KEY SKILLS

- **Project & Portfolio Management:** End-to-End Project Lifecycle, Program & Portfolio Oversight, Scope & Schedule Management, Risk Mitigation, PI Planning, Resource Allocation, SDLC, Quality Assurance.
- **Agile & Traditional Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall, Hybrid Models; Certified SAFe 6 Agilist (SA), Advanced ScrumMaster (A-CSM), CSM, CSPO.
- **Technical & Domain Expertise:** IT Infrastructure, SaaS Solutions, Cloud Platforms (AWS, GCP), AI & Generative AI, Custom Development, E-Commerce, Mobile Apps (iOS/Android), Data Migration.
- **Financial & Stakeholder Management:** Budgeting & Forecasting, Spend Management, RFP & Proposal Development, C-Level Reporting & Communication, Vendor & Supplier Management, Contract Negotiation (Fixed Price, T&M).

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

An IT and software development consulting company that leverages AI and technology to reinvent businesses and create transformative digital journeys for top-tier clients.

- Drove program delivery for Royal Caribbean and Dick's Sporting Goods, improving e-commerce performance by 40% through adaptive quarterly roadmaps and strategic PI planning.
- Directed teams of 100+ engineers for Banco de Chile, executing a major data center migration to GCP on schedule and within budget.
- Launched a Google AI chatbot for Royal Caribbean, managing the end-to-end project lifecycle and budget, increasing guest engagement and reducing support queries.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in building custom solutions for media, sports, and healthcare industries, leveraging cloud services and big data technologies.

- Delivered a media platform for Concacaf using AWS, enabling live streaming for major championships and increasing fan engagement across North America.
- Led a 10+ person team to develop a voice-to-text application for healthcare professionals, improving clinical documentation efficiency and accuracy for physicians.
- Implemented Scrum to accelerate product delivery for medical imaging and patient data integrations, improving physician access to time-sensitive information across multiple clinics.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

Provider of integrated hardware and software solutions, including IoT devices and management platforms for public safety, law enforcement, and healthcare sectors.

- Led the full lifecycle for a bodycam system, deploying over 3,000 devices for the Colombian Police, enhancing officer safety and evidence collection.

- Oversaw the deployment of an RFID asset tracking system in 10+ hospitals, leading to improved equipment management and reduced operational losses.
- Led development and operations teams, managing the entire SDLC and customer support workflow to ensure on-time delivery and high system uptime.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

Co-founded a SaaS company, delivering POS and management software to over 1,000 small businesses in the fitness, retail, and restaurant sectors.

- Managed the complete software development life cycle for a multi-featured POS system, driving product strategy from concept to market release and support.
- Engineered key integrations with biometrics, payment processors, and accounting apps, increasing product value and expanding the customer base across Latin America.
- Led a 30-person development team hands-on, contributing to coding and code reviews to maintain high quality standards and accelerate feature delivery.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing wellness services supported by a robust technology and infrastructure platform.

- Led the technical implementation of Microsoft Dynamics CRM & ERP, streamlining billing and customer management processes for members across 60+ locations.
- Managed IT infrastructure deployment across 60+ sites in three countries, including networking and CCTV, ensuring high operational uptime and security.
- Established the company's IT Service Desk and led the SDLC for a custom access control system, improving security and member experience.

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.