SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY
Adaptive Technical Project Manager and Business Analyst with 10+ years of experience leading complex IT, security, and digital transformation initiatives. Expert in translating business needs into actionable requirements and driving value-based delivery using Agile and hybrid methodologies. Skilled in managing global teams, financial oversight, and executive reporting across finance, healthcare, and retail sectors.

KEY SKILLS
- **Project & Program Management**: Agile (SAFe, Scrum, Kanban), Hybrid Methodologies, Project Planning, Scope & Budget Management, Risk Mitigation, Stakeholder Reporting.
- **Business & Technical Analysis**: Requirements Gathering, Business Case Development, Impact Analysis, User Stories (Epics, Features), Process Improvement, ROI Projections, JIRA, Azure DevOps.
- **Data-Driven & Value-Based Delivery**: KPI & OKR Definition, Performance Metrics, Data Dashboards, Trend & Root Cause Analysis, Value Delivery Tracking, Continuous Improvement.
- **Technology & Security Domains**: Cloud Security (AWS, GCP), GRC Platforms, Infrastructure Modernization, SDLC, API Integration, AI Solutions, Cybersecurity Frameworks (NIST, ISO 27001).

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A digitally native company focused on reinventing businesses through innovative technology solutions, leveraging AI, software development, and deep industry expertise for global clients.
- Led global teams for Royal Caribbean, launching AI-driven features and improving guest app experience, ensuring on-time delivery within a fixed-price engagement model.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by leading Core Web Vitals initiatives and optimizing quarterly PI planning.
- Managed portfolio for Banco de Chile, leading 100+ engineers in a data center migration to GCP and implementing a new Scrum of Scrums model.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.
A software development firm creating custom solutions for media and healthcare, specializing in cloud services, data management, and mobile application development for international clients.
- Directed end-to-end product delivery for Concacaf, launching streaming services and a media center on AWS, increasing fan engagement through enhanced digital access.
- Managed development of healthcare imaging integrations for clinics, using AWS Polly for voice-to-text, improving diagnostic workflow efficiency and reducing manual data entry.
- Implemented Scrum methodologies for cross-functional teams, defining and tracking KPIs that aligned project execution with strategic business goals for all clients.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.
An engineering company developing integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety and healthcare sectors.
- Led development and deployment of 3,000+ bodycams for the Colombian Police, ensuring project delivery complied with strict government contract requirements and deadlines.

- Orchestrated the SDLC for a real-time face-recognition alert system, enhancing operational security and situational awareness for law enforcement agencies.
- Deployed SaaS-based nurse call systems in over 10 hospitals, improving patient response times and streamlining clinical communication through integrated RFID technology.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering comprehensive POS and business management software for restaurants and fitness centers, serving over 1,000 small businesses across Latin America.
- Spearheaded the full SDLC for a POS platform, integrating payment processing and inventory management, which streamlined operations for over 1,000 small businesses.
- Directed a 30-person team in developing and releasing product features, including biometrics and mobile integrations, increasing customer retention through continuous product innovation.
- Led hands-on coding, code reviews, and releases, ensuring high-quality software delivery and adapting the platform to diverse market needs in fitness and retail.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, transforming lives by promoting wellness and providing high-quality athletic training and medical services.
- Managed IT infrastructure expansion across 60+ sites in Colombia, Peru, and Chile, ensuring seamless network, security, and communication system operations.
- Led the implementation of Dynamics CRM & ERP systems, automating billing and member management, which improved data accuracy and operational efficiency enterprise-wide.
- Established the company's IT Service Desk from the ground up, implementing support protocols that improved system uptime and user satisfaction scores.

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.