SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Management professional with 10+ years of experience leading global teams and delivering complex digital transformations across diverse industries, including cruise lines, banking, e-commerce, and retail. Expert in AI-driven solutions and process optimization.

KEY SKILLS

- **Project Management Methodologies**: SAFe, Scrum, Kanban, Waterfall
- **Technical Skills**: GIS, Mapping Software, Project Management Software, Data Analysis, Document Management Systems
- **Leadership & Management**: Team Leadership, Resource Allocation, Budget Management, Risk Management, Process Improvement
- **Industry Expertise**: Cruise Lines, Banking, E-commerce, Retail, Healthcare, Public Safety

PROFESSIONAL EXPERIENCE

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

A leading global IT consulting and software development company specializing in AI-driven solutions.

- Led program performance and cost efficiency across client portfolios, including Dick's Sporting Goods, achieving a 40% boost in digital platform efficiency.
- Drove on-time and within-budget delivery of multiple projects for Royal Caribbean Group, encompassing AI chatbot integration and diverse mobile applications.
- Implemented adaptive quarterly roadmaps and PI Planning, resulting in improved project predictability and stakeholder satisfaction.

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

A technology company delivering custom software and cloud services solutions for healthcare and media clients.

- Successfully implemented a voice-to-text application for healthcare professionals, improving efficiency and documentation accuracy.
- Managed the migration of medical imaging data to AWS, enhancing data accessibility and security for multiple clinics.
- Delivered a patient portal, increasing patient engagement and satisfaction through improved access to their medical information.

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

A technology company delivering custom software and cloud services solutions for healthcare and media clients.

- Led the development and deployment of bodycam technology for the Colombian Police, managing over 3,000 devices across various locations.
- Designed and implemented software solutions for healthcare facilities, improving operational efficiency and patient care coordination.
- Successfully managed all aspects of project delivery, from initial planning through to deployment and ongoing support.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.

A software house specializing in the development and implementation of point-of-sale (POS) systems for businesses in the LatAm market.

- Developed and implemented a POS system for over 1,000 small businesses across Latin America, significantly streamlining their operations.
- Led the development lifecycle and deployment of the software, ensuring consistent quality and timely updates.
- Managed integrations with various third-party systems, improving efficiency and data accuracy for clients.

IT Manager   07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A large fitness center chain in Latin America providing comprehensive health and wellness services.

- Led the implementation and operation of the IT service desk, improving support efficiency and resolving technical issues.
- Successfully managed the implementation of Dynamics CRM and ERP systems across numerous locations, improving business processes.
- Managed and maintained IT infrastructure across 60+ locations, ensuring seamless operation and security.

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.