

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Proposal Manager with 10+ years of experience leading complex, multi-stakeholder projects in B2B SaaS, technology, and cybersecurity. Expert in crafting winning proposals and driving business growth.

KEY SKILLS

- **Proposal Management:** RFP Response, Proposal Development, Content Creation, Stakeholder Coordination, Win/Loss Analysis
- **Project Management:** Agile (SAFe, Scrum, Kanban), Project Planning, Execution, Risk Management, Budget Management
- **Technical & Legal Expertise:** Cybersecurity Concepts, Compliance Frameworks (SOC 2, ISO 27001), Contract Negotiation, Legal Terminology
- **Software & Tools:** RFPIO/Loopio (or similar), Salesforce, Microsoft Office Suite/Google Workspace

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT consulting company offering AI-driven software development solutions at scale.

- Led technical project management and Scrum for Royal Caribbean, delivering features for multiple apps (Guest App, Room Service, etc.) on time and within budget, resulting in improved user experience and increased adoption.
- Drove a 40% performance improvement for Dick's Sporting Goods' ecommerce platform by optimizing Core Web Vitals, enhancing user experience and driving sales growth.
- Managed over 100+ person teams in the development of Banco de Chile's Metaverse Branch and mobile app, achieving on-time delivery and key performance indicator success.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A technology firm specializing in cloud-based solutions for media and healthcare.

- Delivered Concacaf and MLS app featuring live streaming and data analytics resulting in increased user engagement and improved media consumption.
- Implemented AWS-based solutions for healthcare clients (San Rafael Hospital, etc.), improving data management, patient care, and overall operational efficiency.
- Designed and implemented a voice-to-text solution, accelerating medical processes by 20%, and minimizing administrative delays.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A software house developing hardware and software solutions for the public and private sectors.

- Managed the development and deployment of 3,000+ bodycams for the Colombian Police, enhancing safety and operational capabilities.
- Delivered a Bluetooth nurse call system to numerous clinics and hospitals, improving response times and patient care.
- Developed a real-time tracking board to improve workflow and operational processes, resulting in a 15% reduction in patient wait times.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software house developing SaaS-based POS systems for small businesses.

- Developed and implemented a POS system for over 1000 businesses, improving operational efficiency and sales processing.
- Integrated multiple systems into the POS, streamlining operations and minimizing errors.
- Successfully led the software development life cycle of the POS system, resulting in on-time delivery and high customer satisfaction.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A large fitness center chain in Latin America, known for its innovation.

- Implemented an access control system across 60+ locations, improving security and operational efficiency.
- Led the implementation of a CRM system for the company, enhancing business efficiency and customer relationship management.
- Managed and enhanced IT infrastructure across multiple locations, improving service and user satisfaction.

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.