SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Delivery and Project Management professional with 10+ years of experience leading complex IT projects for banking and financial services clients. Expert in Agile (Scrum), Waterfall, and hybrid methodologies, steering global teams to deliver large-scale digital transformations. Skilled in end-to-end project lifecycle management, from scope definition to delivery, ensuring alignment with C-level stakeholder expectations and strict regulatory compliance.

KEY SKILLS

- **Project & Delivery Management**: End-to-end SDLC, Digital Transformation, Risk & Scope Management, Budget Oversight, C-Level Reporting, Resource Allocation, Continuous Improvement.
- **Methodologies & Frameworks**: Agile (Scrum, Kanban), Scaled Agile Framework (SAFe), Waterfall, Hybrid Models, Scrum of Scrums.
- **Industry & Domain Expertise**: Banking & Financial Services (BFSI), Regulatory Compliance, Retail & E-commerce, Travel & Hospitality, Healthcare, Media.
- **Tools & Technologies**: Jira, Confluence, MS Teams, AWS, GCP, Google AI, Java, Springboot, SQL, AEM, Salesforce.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company focused on reinventing businesses through innovative technology solutions, specializing in AI-powered software development and large-scale digital transformations.

- Managed project delivery for financial client Banco de Chile, leading 100+ engineers in a data center migration to GCP and implementing new digital banking features.
- Directed program delivery for Royal Caribbean, implementing an AI chatbot and guest app features, leading to enhanced customer engagement and new onboard revenue streams.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals optimization, directly impacting online sales conversion rates.

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

A software development firm delivering custom cloud-native solutions and big data services for media, sports, and healthcare industries across the Americas.

- Led the end-to-end development of a media streaming platform for Concacaf, utilizing AWS services to deliver live matches and statistics to thousands of users.
- Managed delivery of a voice-to-text application for healthcare clients, integrating AWS Polly to streamline clinical documentation and improve physician efficiency.
- Architected and delivered a medical imaging integration solution, transferring DICOM data to AWS, improving data accessibility and diagnostic workflows for multiple clinics.

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

A technology company specializing in integrated hardware and software solutions for public safety and healthcare sectors, focusing on IoT and secure data management.

- Directed the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices and a real-time management platform, enhancing officer safety.

- Led project to implement an RFID asset tracking and nurse call system across 10+ hospitals, significantly reducing equipment loss and improving patient response times.
- Spearheaded firmware and backend development for IoT devices, ensuring robust performance and secure data transmission under strict government contract requirements.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering comprehensive POS and business management software solutions for over 1,000 small businesses in the retail, fitness, and hospitality industries.
- Led the entire product lifecycle for a SaaS POS system, growing the user base to over 1,000 businesses by integrating payment processing and inventory management.
- Drove technical integrations with biometrics, turnstiles, and accounting apps, expanding product capabilities and increasing market penetration in the fitness and retail sectors.
- Managed a team of 30+ developers in a hybrid Waterfall-Kanban environment, delivering regular product updates and maintaining high system uptime for all clients.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 clubs across Colombia, Peru, and Chile, dedicated to member wellness.
- Managed the technology infrastructure expansion to 60+ sites, implementing networking and security systems that supported rapid business growth and operational stability.
- Led the full implementation of Dynamics CRM & ERP systems, automating billing and member management, which improved data accuracy and increased member retention.
- Established the company's IT Service Desk from the ground up, defining support workflows and improving IT service delivery and system uptime across the organization.

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.