

## SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · [www.linkedin.com/in/sebastianochaalvarez](http://www.linkedin.com/in/sebastianochaalvarez)

### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading remote teams and delivering complex projects in healthcare, finance, and retail. Expert in implementing quality assurance programs, improving operational processes, and ensuring compliance. Skilled in end-to-end project delivery, from planning and financial oversight to executive reporting and team training, consistently meeting deadlines and quality benchmarks.

### **KEY SKILLS**

- **Project & Quality Management:** Scope Definition, Risk Management, Budget Control, Process Improvement, Quality Assurance, Audit Support, KPI & OKR Reporting
- **Methodologies & Leadership:** Agile (Scrum, Kanban, SAFe), Waterfall, Hybrid Models, Remote Team Leadership (100+), Stakeholder Engagement, C-Level Communication
- **Domain & Technical Acumen:** Healthcare Technology (HL7, DICOM), Data Migration, AI Integration, SDLC, Cloud Platforms (AWS, GCP), CRM (Salesforce)
- **Certifications & Tools:** SAFe 6 Agilist, A-CSM, CSPO, Google PM, Generative AI, Jira, Confluence, Asana
- **Languages:** Spanish

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company focusing on AI and software to reinvent businesses, delivering solutions for top companies in diverse industries like healthcare and finance.*

- Drove program performance across client portfolios, including Dick's Sporting Goods, achieving a 40% boost in platform efficiency through meticulous quality assurance and adaptive roadmaps.
- Led globally distributed remote teams (100+) for clients like Banco de Chile, implementing robust Scrum of Scrums frameworks and KPI reporting to ensure quality and compliance.
- Managed end-to-end delivery of the Royal Caribbean Guest App, enhancing the customer journey through complex integrations and AI-driven features, ensuring stakeholder alignment.
- Directed project lifecycle from RFP analysis to release for multiple fixed-price and T&M engagements, controlling scope, budget, and risk to ensure project profitability.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software consultancy specializing in cloud services, big data, and custom applications for media and healthcare clients.*

- Managed the implementation of healthcare solutions for multiple clinics, integrating imaging (DICOM) and patient data (HL7 V2) systems to improve data accessibility for providers.
- Established and coached teams on Scrum methodologies, developing project plans and training materials that improved delivery cadence and supported hypercare for released products.
- Oversaw project staffing and remote team operations for Concacaf, ensuring delivery of media streaming services on AWS cloud infrastructure within fixed-price contract constraints.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.*

- Led project delivery for the Colombian Police, ensuring bodycam hardware and software solutions met strict government contract requirements for functionality, security, and deployment.
- Directed the implementation and operations support for nurse call systems across 10+ hospitals, improving patient response times and streamlining clinical communication workflows.
- Defined and led the entire software development lifecycle, from staffing and hands-on coding reviews to managing deployment and customer support for over 3,000 devices.

#### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia

*A SaaS provider of Point-of-Sale (POS) and business management software for small businesses in retail, fitness, and health.*

- Led the full SDLC for a SaaS POS platform, implementing features that automated billing and inventory, increasing operational efficiency for over 1,000 small businesses.
- Directed technical integrations with payment processors, biometric devices, and accounting apps, ensuring seamless operations and data integrity for diverse business clients.
- Managed the operations and customer support workflow, defining processes and leading the team to ensure high system uptime and resolve issues effectively.

#### **PROFESSIONAL DEVELOPMENT**

##### **Certified SAFe 6 Agilist**

01/2025

Scaled Agile, Inc

##### **Advanced Certified ScrumMaster (A-CSM)**

08/2024

Scrum Alliance

##### **Certified Scrum Product Owner (CSPO)**

09/2023

Scrum Alliance

##### **Certified ScrumMaster (CSM)**

07/2022

Scrum Alliance

#### **EDUCATION**

##### **Bachelor of Science (B.S.), Computer Engineering**

12/2005

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

*A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.*

##### **Graduate Certificate, Technology Management**

12/2008

EAN University, Bogota, Colombia

*A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.*