

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Technical Program Manager with 10+ years of experience leading complex digital transformations and AI/ML programs for global brands in the maritime, retail, and finance sectors. Expert in Agile (SAFe, Scrum) methodologies, full SDLC, and product-centric delivery. Skilled in financial forecasting, cloud technologies (AWS, GCP), and C-level stakeholder communication. Steers large, globally distributed teams (+100 engineers) to exceed project goals and improve platform performance.

### **KEY SKILLS**

- **Program & Project Management:** Agile (SAFe, Scrum, Kanban), SDLC, Risk Management, Budget & Financial Forecasting, Resource Planning, Stakeholder Engagement, C-Level Reporting
- **AI & Technology:** AI/ML Program Leadership, Generative AI, Cloud Platforms (AWS, GCP, Azure), System & Data Integration, CI/CD, SQL, API Development
- **Leadership & Delivery:** Cross-Functional Team Leadership (+100), Global Team Management (Offshore/Shoreside), Vendor Management, Product-Centric Delivery, Release Management
- **Industry Acumen:** Maritime & Cruise Lines, E-commerce & Retail, Finance & Banking, Healthcare Technology, Media & Entertainment

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company focused on reinventing businesses through innovative technology solutions, AI, and software consulting for leading global brands.*

- Directed Royal Caribbean's digital programs, launching AI chatbots and mobile apps, which improved guest experience and drove ancillary onboard revenue streams.
- Enhanced Dick's Sporting Goods' e-commerce performance by 40% by leading Core Web Vitals initiatives with a +30 person offshore development team.
- Led program planning and financial oversight for banking clients, managing +100 engineers and translating complex execution status into C-level RAG reports.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm creating custom digital products, specializing in cloud services, big data solutions, and media streaming applications for international clients.*

- Launched media and streaming platforms for Concacaf, managing the full SDLC on AWS to deliver real-time match statistics to a wide user base.
- Deployed AWS cloud-based healthcare solutions, integrating voice-to-text AI (Polly) and imaging data, improving procedural efficiency and communication in multiple clinics.
- Orchestrated project staffing and implemented Scrum, leading a 10+ member team to deliver multiple fixed-price projects on time and within budget.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company engineering integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.*

- Led development of a bodycam system for law enforcement, deploying over 3,000 devices with integrated AI-powered facial recognition, improving officer safety.
- Managed the SDLC for bodycam firmware and web management software, ensuring on-time delivery and compliance under strict government contract regulations.

- Deployed IoT solutions in 10+ hospitals, integrating RFID asset tracking to reduce equipment loss and improve patient response times via nurse call systems.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering point-of-sale and business management software for over 1,000 small businesses across the retail and wellness industries.*

- Directed the SDLC for a SaaS POS platform, incorporating features like payment processing and inventory management to streamline small business operations.
- Led a 30-person team hands-on through coding, QA, and release cycles, successfully serving over 1,000 businesses and boosting their operational efficiency.
- Integrated the POS system with numerous third-party services including biometrics and accounting apps, increasing product adaptability and market penetration.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, committed to improving well-being through professional training and comprehensive wellness services.*

- Managed technology infrastructure and operations across 60+ sites in three countries, overseeing networking, IT service desk, and security systems implementation.
- Led the technical implementation of Dynamics CRM & ERP, automating billing and enhancing member management, which resulted in increased member retention rates.
- Directed the SDLC for a custom access control system using biometrics, improving facility security and expediting member check-in across all locations.

## **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.