SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, cross-functional projects, with a strong focus on the healthcare industry. Expert in managing the full service delivery lifecycle, including scope, budget, and timeline control for technology and device integration projects. Skilled in risk mitigation, executive-level presentations, and ensuring profitability and customer satisfaction through adaptive project planning and execution.

KEY SKILLS

- **Project Lifecycle & Financial Management**: Scope Definition, Budgeting, Resource Planning, Timelines, Risk Management, Change Control, Forecasting.
- **Healthcare & Service Delivery**: Medical Device Integration, Professional Services, Customer Expectation Management, Field Corrections Support.
- **Methodologies & Stakeholder Relations**: Agile (Scrum, Kanban), Waterfall, Hybrid Models, Executive Presentations, Cross-Functional Collaboration.
- **Project Management & Data Tools**: MS Project, MS Office Suite (Advanced), Jira, Confluence, SQL/Database Management.

PROFESSIONAL EXPERIENCE

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

A digitally native company offering AI-powered software development and consulting services to help organizations reinvent their businesses and industries through innovative technology solutions.

- Led program delivery for Royal Caribbean, managing 3 offshore teams to launch AI chatbot and guest app features, improving guest experience and onboard revenue.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading a 30-person team through a Core Web Vitals optimization initiative.
- Directed project financials and resource planning for large-scale fixed-price and T&M engagements, ensuring profitability and on-time delivery against quarterly roadmaps and KPIs.

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

A specialized software consultancy delivering custom cloud-based solutions, big data analytics, and media streaming services for sports and healthcare organizations in the Americas.

- Managed end-to-end delivery of an AWS-based voice-to-text application for healthcare professionals, significantly reducing documentation time and improving clinical workflow efficiency.
- Led a project for multiple clinics to integrate medical imaging devices (DICOM) with a cloud portal, improving physician access to critical patient data.
- Orchestrated project scope, timelines, and budgets for fixed-price contracts, successfully implementing hyper care and support models to ensure high customer satisfaction post-launch.

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

Developed and deployed integrated hardware and software solutions, including IoT devices and management platforms, for public safety and healthcare facility management.

- Directed the full lifecycle for a bodycam system for law enforcement, deploying over 3,000 devices and ensuring on-time delivery under government contract regulations.
- Implemented a nurse-call system with asset tracking (RFID) in over 10 hospitals, improving staff response times and optimizing asset utilization.

- Led cross-functional teams in a hybrid waterfall/Kanban environment, managing project constraints and leading hands-on technical efforts to ensure product quality and support.

Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
Provided a comprehensive SaaS POS platform with integrated hardware and software solutions for over 1,000 small businesses in the retail and wellness sectors.
- Led the complete SDLC for a SaaS POS product, driving adoption across 1,000+ businesses by delivering features like inventory and customer relationship management.
- Directed integrations with biometrics, payment processors, and accounting apps, enhancing system functionality and providing greater value to retail and health center clients.
- Managed technical and operations teams, providing hands-on leadership in coding, releases, and customer support, which directly contributed to high client retention rates.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across Latin America, focused on providing comprehensive wellness services supported by robust technology infrastructure.
- Managed the implementation of Dynamics CRM and ERP systems, streamlining billing and member management processes and improving data accuracy across 60+ locations.
- Led the lifecycle for a custom access control system using biometrics, increasing security and automating member check-in, reducing manual processing by 90%.
- Established and led the IT Service Desk and infrastructure operations for 60+ sites, ensuring 99% system uptime and supporting rapid company expansion.

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.