SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772
sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochoaalvarez

PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations in the maritime/travel and retail industries. Expert in Agile (SAFe, Scrum), SDLC, and delivering cloud, AI, and system integration solutions from planning to production deployment. Excels in C-level reporting and managing project constraints.

KEY SKILLS

- **Project Management & Methodologies**: Agile (Scrum, SAFe, Kanban), SDLC, Hybrid Models, End-to-End Project Execution, Risk Management, Budget Oversight, Executive & Stakeholder Reporting.
- **Technical & Domain Expertise**: Shipboard & Shoreside Solutions, Application Deployment, System & Data Integration, Cloud Platforms (AWS, GCP), AI & GenAI Implementation, Release Coordination & Triage.
- **Project Management Tools**: Jira, Confluence, MS Project, Slack, GitHub, SonarQube, Automic Job Scheduling Concepts.
- **Industry Verticals**: Maritime & Travel, Retail & E-Commerce, Banking & Finance, Healthcare, Public Safety.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses through custom software development and end-to-end digital transformation solutions.

- Led delivery of guest and crew applications for Royal Caribbean, managing 3 offshore teams and coordinating shipboard/shoreside deployments for enhanced onboard experience.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing the SDLC for +30 engineers.
- Orchestrated PI Planning and execution for quarterly roadmaps across portfolios, translating team performance into C-level RAG status reports to ensure alignment and visibility.

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

A software development company specializing in custom solutions for media, sports, and healthcare industries, with a focus on cloud and big data technologies.

- Directed end-to-end development of a media streaming platform for Concacaf, integrating AWS services and delivering real-time match statistics to thousands of users.
- Managed the creation of a voice-to-text application for healthcare clients, improving clinical documentation efficiency and reducing physician data entry time by over 30%.
- Led project lifecycle from RFP to production for a DICOM imaging integration, enabling secure AWS data transfer and visualization for multiple Colombian hospitals.

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

A technology firm developing integrated hardware and software solutions for public safety and healthcare sectors, specializing in IoT and real-time data systems.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices with real-time streaming and facial recognition capabilities.
- Deployed a SaaS-based nurse call system across 10+ hospitals, integrating RFID for asset tracking and improving patient care communication speed and efficiency.

- Oversaw project delivery under strict government contract regulations, ensuring on-time implementation, quality assurance, and operational support for critical public safety infrastructure.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A software-as-a-service (SaaS) provider that developed and scaled a comprehensive POS and business management platform for small and medium-sized businesses in LATAM.
- Spearheaded the software development life cycle for a SaaS POS platform, growing the user base to over 1,000 businesses across retail and hospitality.
- Managed integrations with payment processors, biometric devices, and government tax APIs, enhancing product value and increasing customer retention rates by 25%.
- Led a team of +30 developers hands-on, contributing to code reviews and release management to ensure product stability and continuous feature deployment.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, focused on providing comprehensive wellness services powered by innovative technology and infrastructure solutions.
- Directed the implementation of a custom CRM and billing system, automating membership management and reducing manual data entry for over 60 international locations.
- Led technology infrastructure rollout for 60+ new sites across 3 countries, managing networking, security, and service desk operations to support rapid business growth.
- Championed deployment of a biometric access control system, increasing security and streamlining member check-in, which improved overall system uptime and member 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.