SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience directing complex, global IT infrastructure projects across finance, retail, and healthcare. Expert in full SDLC delivery, datacenter migrations, and cloud solutions (AWS, GCP), managing budgets and large-scale deployments. Skilled in Agile and traditional methodologies, with hands-on experience using GenAI and automation to enhance project efficiency.

KEY SKILLS

- **Project & Infrastructure Management**: SDLC, Datacenter Migration, Server/Network/ Security Infrastructure, Cloud Platforms (AWS, GCP), Deployment Planning, Risk Mitigation, Financial & Time Reporting.
- **Methodologies & Frameworks**: Agile (SAFe, Scrum of Scrums, Kanban), Hybrid (Waterfall/ Scrum), ITIL Concepts, Contract & Procurement Processes.
- **Technical & Tools Proficiency**: GenAI & Automation Tools, Jira, Confluence, MS Project, MS Office Suite (Excel, PowerPoint), Power Automate, CI/CD Concepts.
- **Leadership & Business Acumen**: Stakeholder Communication, Global Team Leadership, C-Level Reporting (RAG), RFP Analysis, Budget & Resource Management, Vendor Negotiation.

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A digital consulting company specializing in AI-powered solutions and software development, helping organizations reinvent their businesses and industries through technology.

- Directed a datacenter migration to GCP for Banco de Chile, managing +100 engineers and ensuring a seamless transition with minimal downtime for core banking services.
- Led infrastructure and AI chatbot projects for Royal Caribbean, managing global teams of 15+ and overseeing budget, planning, and successful production releases.
- Enhanced e-commerce platform performance by 40% for Dick's Sporting Goods by leading infrastructure-focused initiatives and optimizing the full SDLC and deployment pipeline.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.
A software development firm delivering custom solutions focused on media, healthcare, and big data, leveraging cloud services to innovate for international clients.

- Managed end-to-end development of AWS-based streaming and media services for Concacaf, leading a team of 10+ to deliver on-time, fixed-price projects.
- Coordinated infrastructure projects for healthcare clients, integrating medical devices with AWS cloud services (Polly, DynamoDB) to improve data accessibility and diagnostics.
- Implemented hyper care and production support protocols for all released products, reducing post-launch critical issues by 30% through proactive monitoring and planning.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.
A technology company developing integrated hardware and software solutions, including bodycams and IoT devices for public safety and healthcare sectors in Colombia.

- Led the full SDLC and deployment of 3,000+ bodycam units for the Colombian Police, coordinating firmware, software, and backend infrastructure development.
- Managed hardware and software provisioning for projects, including procurement and contract compliance, ensuring on-time delivery under strict government regulations.

- Directed operations support workflows for deployed IoT systems in hospitals, improving communication speed and nurse response times through reliable device integration.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A Software as a Service (SaaS) provider delivering POS and management solutions for over 1,000 small businesses in the retail and fitness industries.
- Oversaw the entire SDLC for a SaaS POS platform, integrating hardware like printers, biometrics, and payment devices for seamless retail operations.
- Directed the implementation and customization of the platform for 1,000+ businesses, managing technical requirements and ensuring high customer satisfaction and retention.
- Led a team of 30+ in software development and operations, handling releases, technical support, and infrastructure management on MS Azure and SQL Server.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, transforming member experiences through technology and personalized wellness solutions across 60+ locations.
- Managed IT infrastructure across 60+ sites in 3 countries, overseeing networking, security, IP telephony, and CCTV systems to ensure 99% operational uptime.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, integrating systems to automate billing and improve member data management across the enterprise.
- Established the company's IT Service Desk from the ground up, defining support processes and leading operations, improving ticket resolution times by 40%.

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.