

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading large-scale technology deployments and digital transformations across logistics, retail, and finance. Expert in Agile (SAFe, Scrum) and traditional methodologies, with a focus on end-to-end delivery, change management, and executive stakeholder engagement.

KEY SKILLS

- **Project & Deployment Management:** Agile (Scrum, SAFe, Kanban), Waterfall, Project Planning, Risk Management, Resource Allocation, Budget Oversight, Stakeholder Engagement, Release Management.
- **Change Management & User Adoption:** Change Readiness Assessment, Stakeholder Communication, User Training & Onboarding, Process Improvement, Adoption Metrics & KPIs, Lessons Learned Facilitation.
- **Technology & Systems Expertise:** Enterprise System Deployment (CRM, ERP), Cloud Platforms (AWS, GCP), SDLC, Data Migration, API Integration, AI-driven Solutions, JIRA, Confluence.
- **Industry & Business Acumen:** Logistics & Supply Chain, Retail & E-commerce, Finance, Healthcare, Travel & Hospitality, Media, Public Safety.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses and deliver large-scale software solutions for global enterprise clients.

- Led deployment of an AI-driven chatbot for Royal Caribbean, coordinating 3 global teams to enhance guest service and achieve seamless feature adoption.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading Core Web Vitals optimization, directly boosting user experience.
- Managed end-to-end project lifecycle for finance and retail clients, from RFP analysis to release, ensuring on-time delivery and alignment with quarterly OKRs.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in cloud-native solutions, Big Data, and streaming services for the media, sports, and healthcare industries.

- Directed the end-to-end deployment of a media streaming platform for Concacaf, managing cloud infrastructure and ensuring high-availability during live matches for thousands of users.
- Implemented a new AWS voice-to-text application for healthcare clients, improving clinical documentation efficiency and driving user adoption across multiple hospital systems.
- Led cross-functional teams to deliver a medical imaging integration solution, facilitating a critical transition from legacy systems to a unified cloud platform.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm delivering integrated hardware and software solutions, specializing in asset tracking, IoT devices, and security systems for public safety and healthcare.

- Led the full lifecycle for a bodycam system for the Colombian Police, deploying over 3,000 devices and managing the backend asset tracking software.

- Deployed an RFID-based asset tracking system in 10+ hospitals, improving equipment visibility and operational efficiency through a seamless technology transition for users.
- Managed the implementation of an integrated nurse call system, enhancing communication speed and reducing patient wait times through new platform adoption.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS and business management platform for over 1,000 small businesses in the retail and service industries.

- Spearheaded the SDLC for a POS system with inventory management features, increasing operational efficiency and adoption for over 1,000 small businesses.
- Managed integrations with barcode scanners and printers, ensuring seamless hardware/software compatibility and a smooth user transition during on-site implementations.
- Directed the operations support workflow for a SaaS platform, improving system uptime and customer satisfaction through proactive issue resolution and structured releases.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 locations focused on member experience and operational excellence.

- Led the technology infrastructure rollout for 60+ new sites, managing networking and security systems to ensure standardized operational readiness and on-time opening.
- Directed the company-wide implementation of Microsoft Dynamics CRM & ERP, automating billing and improving member data management, which enhanced retention rates.
- Established the company's IT service desk, implementing support protocols that improved ticket resolution rates and maintained high system uptime across the organization.

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.