

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Certified Agile Scrum Master (A-CSM, SAFe) with 10+ years of experience leading distributed software development teams in delivering complex projects. Expert in facilitating Agile ceremonies, coaching relentless improvement, and removing impediments to boost team velocity and predictability. Adept at guiding teams in diverse industries including Travel, Retail, and Finance, leveraging deep expertise in JIRA, Confluence, and SAFe frameworks to achieve strategic business goals.

KEY SKILLS

- **Agile & Scrum Frameworks:** SAFe, Scrum, Kanban, Sprint Planning, Daily Stand-ups, Sprint Reviews & Retrospectives, Backlog Management, Performance Metrics (Velocity, KPIs, OKRs).
- **Leadership & Facilitation:** Servant Leadership, Agile Coaching, Impediment Removal, Distributed Team Management (+100), Cross-Functional Collaboration, Stakeholder Communication, Change Management.
- **Technical Project Management:** Full SDLC, Risk Management, DevOps Principles, CI/CD Pipeline, Cloud Platforms (AWS, GCP), AI Solutions, Release Management, User Story Development.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Slack, Git, Github, SonarQube, Firebase, SQL, Java, React, Angular.

PROFESSIONAL EXPERIENCE

Technical Project Manager & Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company leveraging AI and innovative technologies to help organizations reinvent themselves and unleash their potential through consulting and software development.

- Facilitated SAFe ceremonies for distributed teams (+30 members) at Royal Caribbean, ensuring on-time feature delivery and alignment with quarterly PI objectives.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by leading Agile teams and implementing Core Web Vitals improvements.
- Led Scrum of Scrums for 5 teams at Banco de Chile, standardizing Agile practices and delivering weekly/monthly KPIs to executive stakeholders.

Technical Project Manager & Scrum Master

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm creating custom solutions for media, healthcare, and sports industries, specializing in cloud services, big data, and mobile applications.

- Implemented Scrum methodologies for Concacaf, launching media and streaming apps from concept to production, which increased fan engagement through new features.
- Directed end-to-end development of healthcare imaging and voice-to-text solutions, improving clinical workflows and data accessibility for multiple hospitals.
- Coached and staffed Agile teams of 10+ engineers, consistently delivering project milestones on-time and managing fixed-price engagement constraints effectively.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors, enhancing operational efficiency and safety.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices and improving officer accountability and evidence management.

- Managed development of a hospital patient-flow system with RFID and nurse-call devices, which reduced patient wait times and improved staff response speed.
- Oversaw project execution based on government contracts, defining constraints and leading technical development to ensure regulatory compliance and on-time delivery.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering comprehensive POS and business management software for restaurants, fitness, and retail, serving over 1,000 small businesses in Latam.

- Led the end-to-end SDLC for a flagship SaaS POS product, driving adoption across 1,000+ businesses and increasing their operational efficiency.
- Directed a 30+ person development team in an adaptive Kanban environment, delivering continuous feature enhancements and integrations for diverse client needs.
- Provided hands-on technical leadership, including coding and release management, which reduced bug-fix turnaround times and improved overall product stability.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America dedicated to improving well-being through comprehensive fitness services and advanced technological integration.

- Directed the SDLC and implementation of a custom CRM and billing system, which automated key business processes and supported member retention across 60+ locations.
- Led technology infrastructure rollout (Networking, VoIP, CCTV) for 60+ new sites across three countries, ensuring 99% system uptime for all business operations.
- Established and managed the IT Service Desk, implementing support workflows that improved ticket resolution rates by 30% and maintained high user 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.