

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex Salesforce and digital solution delivery for B2B clients. Expert in managing the full project lifecycle using Agile and Waterfall methodologies, from initial design and planning in Jira to final launch. Skilled in client stakeholder management, risk mitigation, and ensuring projects meet scope, schedule, and budget targets.

KEY SKILLS

- **Salesforce Platforms & CRM:** Salesforce Implementation (Sales, Commerce, Marketing Cloud), CRM Strategy, B2B Commerce, CPQ Concepts, End-to-End Project Delivery.
- **Project Management & Methodologies:** Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, Scope, Budget & Schedule Management, Risk Mitigation, Resource Forecasting.
- **Tools & Technical Acumen:** Jira, Confluence, MS Office Suite, G-Suite, Cloud Platforms (AWS, GCP), SDLC, API Integration, AI-driven Solutions.
- **Leadership & Client Management:** Stakeholder Relations, Executive Reporting (RAG), Team Leadership & Coaching, RFP & Proposal Development, Cross-Functional Team Organization.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company leveraging AI and innovative technologies to reinvent businesses and deliver profound software solutions for global enterprise clients.

- Led end-to-end Salesforce implementation (Sales, Commerce, Marketing Cloud) for Abastible, managing a 20+ person team to streamline sales and partner operations.
- Drove program performance and cost efficiency across client portfolios, including Dick's Sporting Goods, achieving a 40% boost in digital platform efficiency.
- Managed delivery for a Royal Caribbean AI chatbot, improving guest service response times and enabling tailored in-app advertising for millions of users.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-based solutions, media services, and big data applications for clients in sports and healthcare industries.

- Directed a fixed-price project for Concacaf, launching media and streaming services on AWS that delivered live match data to a global audience.
- Managed the development of a voice-to-text application for healthcare clients, improving physician efficiency by automating procedure notes with AWS Polly.
- Oversaw a project integrating medical imaging devices with AWS cloud, ensuring secure DICOM data transfer and enabling remote visualization for clinical teams.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An engineering company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare organizations.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices and improving officer accountability and evidence collection.
- Delivered a SaaS-based nurse call system to 10+ hospitals, integrating Bluetooth and RFID devices to reduce patient wait times and improve communication speed.

- Defined project constraints and led operations for government contracts, ensuring on-time delivery and support for critical public safety technology under strict regulation.

Technical Project Manager & Co-founder

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS company providing POS and business management software for over 1,000 small businesses in the retail, fitness, and health sectors.

- Engineered and managed the SDLC for a flagship SaaS POS product, driving adoption by over 1,000 SMBs across Latam through targeted features.
- Led integrations with biometrics, payment processors, and accounting apps, automating billing and sales processes which reduced clients' manual data entry time.
- Directed technical and operational teams, providing hands-on coding, release management, and customer support to ensure high system uptime and client retention.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, providing comprehensive wellness services to a large member base in multiple countries.

- Managed the implementation of Microsoft Dynamics CRM & ERP systems across 60+ sites, unifying member data and streamlining billing operations for thousands of members.
- Led the IT service desk implementation, establishing support protocols that improved system uptime and enhanced technology satisfaction scores for staff and members.
- Directed infrastructure expansion into new regions, managing networking, security, and IP telephony, enabling the company to scale operations into Peru and Chile.

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.