

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex, multi-million-dollar infrastructure and digital transformation projects across regulated industries. Expert in end-to-end project delivery, managing budgets, timelines, and resource allocation for globally distributed teams (+100 engineers). Strengths in stakeholder management, client relations, risk mitigation, and ensuring compliance within hybrid Agile and traditional methodologies.

KEY SKILLS

- **Project & Portfolio Management:** Project Planning, Budgeting & Cost Control, Resource Allocation, Risk Mitigation, Stakeholder Management, Regulatory Compliance Analogues.
- **Methodologies & Frameworks:** Hybrid (Agile & Waterfall), SAFe, Scrum, Kanban, Scrum of Scrums, PMP/PMI Principles.
- **Business Development & Client Relations:** RFP Analysis, Proposal Development, Client-Facing Presentations, C-Level Reporting (RAG Status), Contract Management.
- **Project Management Tools & Platforms:** Jira, Confluence, MS Project & Teams, Asana, Clickup, Slack, Azure DevOps.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. We leverage AI and software development to help the world's leading organizations reinvent their businesses.

- Led multi-million-dollar digital programs for Royal Caribbean, managing project scope, budget, and timelines for globally distributed teams to improve on-time feature delivery.
- Directed an e-commerce platform overhaul for Dick's Sporting Goods, boosting performance by 40% through adaptive quarterly roadmaps and PI planning with cross-functional teams.
- Oversaw a data center migration for Banco de Chile, managing project compliance and a large-scale team of over 100 engineers to modernize critical banking infrastructure.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom cloud services and data solutions for the media, sports, and healthcare industries across international markets.

- Managed end-to-end delivery of a media streaming platform on AWS for Concacaf, leading project planning, resource allocation, and client relations for successful product launch.
- Spearheaded healthcare systems integration for multiple hospitals, delivering medical imaging and voice-to-text solutions that improved physician workflow and data accessibility.
- Drove business development by creating technical proposals and staffing teams, successfully securing and launching multiple complex projects from concept to production support.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An engineering company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors, focused on IoT and real-time data.

- Led a project for 3,000+ police bodycams, managing the full SDLC, deployment, and support under strict government contract requirements, ensuring on-time delivery.
- Implemented nurse-call and asset tracking systems across 10+ hospitals, overseeing project execution and establishing SaaS operational support to improve patient care efficiency.

- Directed technical teams hands-on, leading project planning, implementation, and release management to ensure system reliability for critical public safety and healthcare infrastructure.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software-as-a-service (SaaS) company providing point-of-sale (POS) and business management solutions for the restaurant, fitness, and retail industries in Latin America.

- Architected and managed the SDLC for a SaaS POS product, leading to successful implementation in over 1,000 small businesses, driving market adoption.
- Led technical integrations for payments, inventory, and CRM, enhancing product value and expanding market reach through hands-on coding and team leadership.
- Established and directed operations support workflows, managing client implementations and ensuring high system uptime, which improved overall customer retention.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services and operating state-of-the-art facilities across multiple countries.

- Managed the full lifecycle of IT infrastructure deployment across 60+ sites in three countries, including networking, security, and enterprise systems.
- Led the implementation of Dynamics CRM & ERP systems, overseeing the project from planning to rollout, which streamlined business operations and data management.
- Established and led the IT Service Desk, developing support protocols and managing a team to ensure high system availability and a 95% user satisfaction score.

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.