SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project and Program Manager with 10+ years of experience delivering complex transformations across healthcare, finance, retail, and travel. Expert in cross-functional program planning, budget and timeline management, and vendor collaboration to advance strategic initiatives from concept to completion.

KEY SKILLS

- **Program & Project Management**: Cross-Functional Program Planning, Timeline & Milestone Management, Budget & Financial Oversight, Risk Assessment & Mitigation, Gantt Charts, Smartsheet, Jira, Confluence.
- **Stakeholder & Vendor Management**: C-Level & Leadership Reporting, Vendor & Partner Coordination, Strategic Planning Support, Stakeholder Engagement, RFP & Proposal Management, PI Planning.
- **Methodologies & Lifecycle**: Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Full SDLC Execution, Release Management, Hypercare & Production Support.
- **Industry & Technical Acumen**: Healthcare & Clinical Systems (DICOM, HL7), Cloud Platforms (AWS, GCP), AI & Data Solutions, System & Data Migrations, E-commerce & Mobile Apps.

PROFESSIONAL EXPERIENCE

Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company helping organizations reinvent themselves with AI-powered solutions, providing scalable software development and strategic guidance for global enterprises.

- Managed a portfolio for Royal Caribbean, leading teams to deliver an AI chatbot that improved guest service efficiency and increased ancillary onboard sales.
- Drove a 40% e-commerce performance boost for Dick's Sporting Goods by leading Core Web Vitals initiatives, enhancing customer experience and conversion rates.
- Orchestrated a 150-person program for Banco de Chile, managing a critical datacenter migration to GCP and launching a new mobile banking app.

Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm specializing in cloud-based solutions, AI integrations, and data services for the media, sports, and healthcare industries.

- Led end-to-end development of a media platform for Concacaf, integrating AWS streaming and data services to deliver real-time content to fans.
- Directed projects for multiple clinics, delivering an AWS Polly voice-to-text solution that reduced physician documentation time and improved clinical workflow efficiency.
- Managed the integration of medical imaging (DICOM) and patient data (HL7) systems, ensuring secure, compliant data transfer to AWS for improved diagnostic access.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm delivering integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Led the full lifecycle of a bodycam solution for the Colombian Police, successfully deploying over 3,000 devices and a real-time management platform.
- Managed development of a nurse call system for 10+ hospitals, integrating Bluetooth and RFID technology to improve patient response times and asset tracking.

- Oversaw creation of a patient flow tracking board that integrated with hospital systems to reduce wait times and optimize clinical resource allocation.

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 over 1,000 small businesses in the retail and wellness sectors.
- Directed the full SDLC for a SaaS POS platform, integrating payments, inventory, and CRM to increase operational efficiency for 1,000+ business clients.
- Led development of biometric access control and automated billing features, increasing member retention and reducing manual data entry for fitness center clients.
- Managed product adaptation and implementation across LATAM, ensuring compliance with local tax regulations and successfully expanding the software's market penetration.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 locations across Colombia, Peru, and Chile with a focus on wellness.
- Directed the implementation of a new Dynamics CRM and ERP system, successfully streamlining billing and customer management operations across three countries.
- Managed the technology infrastructure rollout for 60+ new sites, including networking, security, and VoIP, ensuring 99% system uptime and operational stability.
- Established the company's IT service desk, implementing support protocols that improved ticket resolution rates and enhanced overall employee technology experience.

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.