

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading complex, large-scale projects and directing globally distributed teams of over 100 professionals. Expert in end-to-end project delivery across industries like travel, retail, and finance, with a strong command of financial oversight, risk management, and executive-level reporting. Excels at driving project performance, optimizing resource allocation, and ensuring rigorous quality standards are met to achieve strategic business goals.

### **KEY SKILLS**

- **Project Lifecycle & Execution:** End-to-end planning, scheduling, risk management, quality control, change management, and on-time delivery.
- **Team & Vendor Coordination:** Leading large, multi-disciplinary teams and third-party vendors across diverse, international locations.
- **Financial & Resource Oversight:** Budget management, resource allocation, capacity planning, and performance/cost optimization to meet financial targets.
- **Stakeholder Communication & Technology:** C-level executive reporting (RAG status), client relations, and leveraging project management tools for progress tracking.

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company that helps organizations reinvent themselves with AI and software solutions to create a way forward and propel their business.*

- Directed multi-million dollar digital transformation programs for clients like Royal Caribbean, ensuring on-time delivery of complex projects across globally distributed teams.
- Drove a 40% improvement in e-commerce platform performance for Dick's Sporting Goods by optimizing team workflows and implementing strict quality controls.
- Led resource planning and assembly of 150+ person teams for a major banking client, establishing the operational framework for successful project execution.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in building custom cloud-based solutions, media streaming services, and data management platforms for international clients.*

- Managed end-to-end project delivery for Concacaf, launching media and streaming platforms by coordinating specialized technical teams under fixed-price contracts.
- Oversaw the development and implementation of critical healthcare IT systems, ensuring compliance with industry standards and successful deployment in clinical environments.
- Established and facilitated rigorous project management processes, defining KPIs and OKRs to consistently track progress and report status to key stakeholders.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.*

- Led the full project lifecycle for a law enforcement bodycam solution, managing hardware deployment and software development for over 3,000 units.
- Directed operations, customer support, and deployment workflows, ensuring system integrity and high-quality service delivery for mission-critical government contracts.

- Provided hands-on project leadership, overseeing technical specifications and quality assurance to ensure final products met strict regulatory and client requirements.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*An entrepreneurial software house I co-founded, developing and scaling a SaaS POS platform for over 1,000 small businesses in LATAM.*

- Spearheaded the entire product development life cycle for a SaaS platform, from conception to market, achieving adoption by over 1,000 businesses.
- Managed all technical integrations with third-party hardware and software, including payment processors and biometric systems, ensuring seamless operational performance.
- Led technical and operational teams, directly managing product development, quality, releases, and customer support to drive sustained business growth and profitability.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading chain of health and fitness centers across Latin America, focused on providing comprehensive wellness services powered by technology.*

- Managed the technology infrastructure expansion across 60+ new sites in three countries, overseeing networking, security systems, and IT services implementation.
- Led the implementation of Dynamics CRM & ERP systems, automating key business processes and enhancing data-driven decision-making across the enterprise.
- Directed the IT service desk and operations, establishing support protocols and ensuring high system uptime and reliability for all business-critical platforms.

## **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.