

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Senior IT Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations. Expert in Agile (SAFe, Scrum) and Waterfall methodologies, with a strong record of managing projects from business case development to final delivery. Skilled in leading AI-driven, cloud-based, and system integration solutions, with strengths in C-level reporting, financial oversight, and driving performance improvements in matrix organizations.

KEY SKILLS

- **Project & Program Management:** End-to-end SDLC, Business Case Development, Budgeting & Financial Oversight, Risk Management, Roadmapping, KPI/OKR Tracking.
- **Methodologies & Governance:** SAFe, Scrum, Kanban, Waterfall, Hybrid Models; Project Charters, Status Reporting, Steering Committee Presentations.
- **Leadership & Stakeholder Engagement:** Global Team Leadership (up to 100+), Matrix Organization Navigation, C-Level Communication, Team Coaching & Development.
- **Technical & Platform Acumen:** Cloud Infrastructure (AWS, GCP), AI/GenAI Solutions, System Integrations, Salesforce CRM, Jira, Confluence, MS Office Suite.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to help organizations reinvent their businesses through innovative technology solutions.

- Led program delivery for Royal Caribbean, launching an AI chatbot and guest app features, improving user engagement and increasing onboard revenue opportunities.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing agile delivery of Core Web Vitals and feature enhancements.
- Directed a 100+ person team for Banco de Chile, managing a cloud migration and mobile app development, ensuring delivery aligned with stakeholder expectations.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company creating custom solutions for media and healthcare, specializing in cloud services, AI, and data-driven applications.

- Managed the end-to-end development of Concacaf's AWS-based media platform, delivering live streaming and news services to enhance fan engagement across championships.
- Led the development of a voice-to-text AI application for healthcare clients using AWS Polly, significantly improving the speed of clinical documentation.
- Directed the integration of medical imaging (DICOM) systems with AWS cloud storage for multiple clinics, improving data accessibility for physicians and patients.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Led the full SDLC and deployment of over 3,000 bodycam units for the Colombian Police, delivering a secure evidence management and real-time streaming platform.
- Deployed an RFID asset tracking and nurse call system across 10+ hospitals, improving operational efficiency and reducing patient wait times.

- Managed project delivery under strict government contract regulations, ensuring on-time, on-budget completion and full compliance for a law enforcement technology solution.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering point-of-sale (POS) and business management software for over 1,000 small businesses in the retail and fitness industries.

- Architected and led the full SDLC for a comprehensive SaaS POS platform, integrating payments, inventory, and CRM to streamline small business operations.
- Drove product adoption across 1,000+ businesses by delivering custom features and integrations, increasing customer retention and expanding market reach in LATAM.
- Led technical teams hands-on through coding and releases, ensuring high-quality software delivery and responsive support that sustained a growing client base.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services and professional training across more than 60 locations.

- Managed the IT infrastructure lifecycle for 60+ sites across three countries, implementing networking, security, and access control systems to support business expansion.
- Led the corporate implementation of Microsoft Dynamics CRM & ERP, automating billing and member management, which improved data accuracy and operational efficiency.
- Established and scaled the IT Service Desk, developing support workflows that improved system uptime by 30% and enhanced technology services for staff.

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.