SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading complex technology integrations and digital transformations for the financial services industry. Expert in managing governance, risk, and compliance for large-scale programs, driving delivery through Agile and Waterfall methodologies.

KEY SKILLS

- **Project & Program Management**: End-to-End Project Delivery, Financial & Budget Management, Risk & Compliance (SOX), Governance Frameworks, Stakeholder Engagement, Cross-functional Leadership.
- **Methodologies & Tools**: Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, Jira, Confluence, Microsoft Project, Azure DevOps (ADO).
- **Technical & Domain Expertise**: Financial Services (Core Banking Concepts), System Integration, SDLC, Cloud Platforms (AWS, GCP), Data Migration, API Development, AI-driven Solutions.
- **Industry Acumen**: Finance & Banking, Retail & E-commerce, Travel & Hospitality, Healthcare, Public Safety, Media & Entertainment.

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses and deliver scalable software solutions for global enterprise clients.

- Directed large-scale integration programs for Royal Caribbean, leading 3 offshore teams to deliver AI chatbot and mobile features, enhancing guest experience and onboard revenue.
- Managed the full project lifecycle for a Banco de Chile data migration to GCP, ensuring regulatory compliance and establishing robust governance for +100 engineers.
- Drove e-commerce platform performance for Dick's Sporting Goods, improving core web vitals by 40% through adaptive quarterly roadmaps and Agile execution with a 30+ person team.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software development company specializing in custom solutions for media, sports, and healthcare, delivering cloud-based applications and big data services.

- Led the end-to-end development of a media streaming platform for Concacaf, integrating AWS services and delivering new features for multiple MLS teams.
- Managed healthcare integration projects for several clinics, implementing a voice-to-text solution and migrating medical imaging data (DICOM) to AWS cloud infrastructure.
- Staffed and directed a 10+ person team to deliver complex, fixed-price projects, establishing Scrum methodologies that improved delivery predictability and stakeholder satisfaction.

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 SDLC and deployment of an integrated bodycam and evidence management system for the Colombian Police, supporting over 3,000 devices nationwide.
- Delivered a real-time patient and asset tracking system for 10+ hospitals, integrating RFID and Bluetooth devices to improve operational efficiency and patient flow.

- Managed project constraints for government contracts, ensuring on-time delivery under strict regulatory requirements and leading operations support for deployed solutions.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering a comprehensive POS and business management platform with hardware and software integrations for small businesses across Latin America.
- Directed the complete SDLC for a SaaS POS product, leading a 30-person team and driving adoption for over 1,000 businesses in retail and fitness.
- Engineered integrations with payment processors, accounting software, and government tax systems, ensuring compliance and seamless operations for a diverse client base.
- Provided hands-on technical leadership, including coding and code reviews, to enhance product features and system stability, directly contributing to 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 to a large member base across multiple countries.
- Managed IT infrastructure and service desk operations for over 60 sites across Colombia, Peru, and Chile, ensuring 99% system uptime and support.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, integrating business processes and improving data management and reporting capabilities for the organization.
- Directed the SDLC for a custom CRM and billing platform, including a biometric access control system that automated member check-in and reduced fraud.

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.