

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Management professional with 15+ years of experience leading complex, large-scale digital and technology infrastructure projects. Expert in guiding global teams (+100) and delivering solutions across finance, retail, and healthcare, managing full project lifecycles, budgets, and executive reporting.

KEY SKILLS

- **Project & Program Leadership:** End-to-end delivery of complex projects, leading distributed teams (+100), and managing multi-million dollar budgets and timelines.
- **Strategic Planning & Execution:** RFP analysis, quarterly/PI planning, roadmap execution, risk management, and C-level stakeholder reporting (OKRs, KPIs).
- **Methodologies & Frameworks:** Expert in Agile (SAFe, Scrum, Kanban), Waterfall, and hybrid models to optimize project flow and delivery.
- **Technical & Operational Acumen:** Management of full SDLC, cloud infrastructure (AWS/GCP), AI solutions, system integrations, and production support lifecycles.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Focuses on AI-powered transformations and software development for global enterprise clients.

- Led program delivery for Royal Caribbean, launching AI chatbots and mobile apps, coordinating 3 cross-functional teams under fixed-price contracts.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by leading Core Web Vitals optimization and adaptive quarterly planning.
- Directed project lifecycle for Banco de Chile, from RFP to staffing 150+ engineers and implementing Scrum of Scrums for digital transformation.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A technology consulting firm delivering custom software solutions. Specializes in cloud services, big data, and media applications for the US market.

- Managed end-to-end delivery for Concacaf, launching streaming and media apps on AWS, improving fan engagement and media management capabilities.
- Delivered critical healthcare IT solutions, including voice-to-text and medical imaging integrations, improving clinical workflows for multiple hospitals.
- Directed project lifecycle from RFP and proposal creation to staffing, execution, and hyper-care support for all fixed-price contracts.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.

- Led the development and deployment of an integrated bodycam solution for the Colombian Police, delivering over 3,000 devices with supporting software.
- Directed the end-to-end SDLC for hardware and software, managing project constraints and government contracts to ensure on-time, compliant delivery.
- Managed SaaS product implementation for 10+ hospitals, improving patient flow and nurse call systems through integrated technology solutions.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software. Supported over 1,000 small businesses in the retail and fitness industries across Latam.

- Directed the full SDLC for a SaaS POS product, scaling the solution to support over 1,000 small businesses in Latam.
- Led technical teams hands-on through coding and releases, managing integrations with biometrics, payment systems, and accounting software.
- Established and managed operational support workflows, achieving high customer satisfaction and retention for a diverse small business client base.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile.

- Managed IT infrastructure and operations across 60+ sites in three countries, overseeing networking, service desk, and security implementations.
- Led the software development lifecycle for a custom CRM and billing system, directly improving member management and retention rates.
- Directed the corporate implementation of Microsoft Dynamics CRM & ERP, modernizing the company's core business management and operational 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.