

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading remote, cross-functional teams in delivering complex web and digital projects. Expert in Agile and traditional methodologies, with a focus on full-cycle project delivery, stakeholder communication, and budget management.

KEY SKILLS

- **Project Management Methodologies:** Agile (Scrum, Kanban, SAFe), Hybrid, Waterfall, SDLC
- **Project Management Tools & Platforms:** Jira, Confluence, Asana, ClickUp, MS Teams, Slack, Azure DevOps
- **Technical & Domain Expertise:** Web & App Development, E-commerce, Backend Systems, API Integration, Cloud (AWS, GCP), AI Solutions
- **Core Competencies:** End-to-End Project Delivery, Budget & Timeline Management, Stakeholder Reporting, Remote Team Coordination, Risk Management

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative software development to help organizations reinvent themselves and unleash their potential.

- Led development of the Royal Caribbean guest app, coordinating remote teams to deliver features like reservations and notifications, enhancing customer digital experience.
- Managed the Dick's Sporting Goods e-commerce platform revamp, improving Core Web Vitals performance by 40% through agile execution and cross-functional team collaboration.
- Directed end-to-end project lifecycle for a new AI chatbot, managing scope, budget, and timeline to ensure successful delivery and stakeholder satisfaction.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud services, big data, and custom digital solutions for media, sports, and healthcare industries.

- Oversaw development of the Concacaf web/app media center, delivering live streaming and news features by managing remote development and AWS infrastructure.
- Managed the creation of a voice-to-text application for healthcare, coordinating development and ensuring seamless integration with AWS services for high availability.
- Led a project to build a patient portal for medical imaging, enabling user access to records and improving communication between patients and providers.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Headed development of a web-based management platform for police bodycams, enabling real-time video streaming and geolocalization for 3,000+ devices.
- Directed the software development lifecycle for a patient flow tracking board, improving operational efficiency and reducing wait times in over 10 clinics.
- Managed a project to create an RFID asset tracking system, coordinating firmware and software development to deliver a complete solution for hospitals.

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 wellness industries.

- Led the full software development lifecycle for a SaaS POS system, incorporating features like payment processing and inventory for over 1,000 businesses.
- Managed integrations with third-party accounting apps and payment gateways, expanding product functionality and improving the end-user experience.
- Directed the development of an Android companion app for order management, coordinating the project from concept to its successful launch on the market.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, focused on enhancing member wellness through technology-driven services across 60+ locations.

- Managed the SDLC for the company's CRM and billing software, automating processes and increasing member retention through improved data management.
- Led the IT Service Desk implementation, establishing support protocols and improving system uptime and ticket resolution rates across all company locations.
- Directed technology infrastructure expansion for 60+ new sites, overseeing networking and system deployments to support rapid business growth in three countries.

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.