

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Program Manager with 10+ years of experience leading global teams and delivering complex digital transformations for the travel and retail industries. Expert in AI-driven, cloud-based, and system integration solutions, with a track record of improving performance and managing large-scale team allocation. Specialist in Agile (SAFe, Scrum, Kanban) methodologies, with strengths in end-to-end project delivery, executive reporting, and financial oversight.

KEY SKILLS

- **Program & Project Management:** Agile (SAFe, Scrum, Kanban), Hybrid & Waterfall Methodologies, SDLC, Risk Management, Budget & Financial Forecasting, Resource Planning, Release Management, Stakeholder Engagement.
- **AI & Technical Acumen:** Generative AI, AI/ML Program Delivery, AI Chatbots, Cloud Platforms (AWS, GCP), SQL, System Architecture, Data Processing & Migration, API Integration.
- **Industries & Domains:** Maritime & Cruise Lines, E-commerce & Retail, Media & Entertainment, Healthcare Technology, Financial Services, Public Safety.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Slack, Automic, Java, React, Android/iOS, Salesforce, SAP.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions and scaling transformative AI across industries like travel, retail, and finance.

- Led program delivery for Royal Caribbean's guest applications, managing 3+ teams to enhance onboard digital experiences, including a Google AI Chatbot and room service features.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading a +30-person team through a Core Web Vitals enhancement initiative.
- Directed PI Planning and quarterly roadmap execution for cruise line and retail clients, consistently meeting KPIs and OKRs for budget, scope, and on-time delivery.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm creating scalable, data-driven solutions and platforms for the healthcare, sports, and media industries using a modular, block-based ecosystem.

- Managed the end-to-end delivery of the Concacaf App and media streaming services, leveraging AWS cloud technologies to serve thousands of soccer fans.
- Led the implementation of an AWS Polly voice-to-text solution for healthcare clients, improving the speed and accuracy of medical procedure documentation.
- Directed team staffing and implemented Scrum methodologies, improving project predictability and delivering hyper-care support for high-availability media and healthcare products.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering innovative hardware and software solutions, including digital evidence management and smart city integrations, for public safety and government clients.

- Led the full software and hardware lifecycle for a bodycam system, deploying over 3,000 devices for the Colombian Police to enhance operational transparency.
- Managed the development of an integrated RFID asset tracking and nurse-call system, deployed across 10+ hospitals to improve patient care and workflows.

- Directed project execution based on government contract constraints, ensuring on-time delivery, quality, and support for critical public safety solutions.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software-as-a-service (SaaS) provider delivering comprehensive POS solutions for small businesses in the restaurant, fitness, beauty, and health sectors across Latin America.

- Directed the entire SDLC for a market-leading POS product, successfully implementing the solution for over 1,000 small businesses in the service industry.
- Led the technical team hands-on, managing coding, quality assurance, and release processes for integrations with biometrics, payment processors, and accounting apps.
- Spearheaded the operations support workflow, ensuring high system uptime and customer satisfaction for a diverse and growing client base.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

The leading health and fitness center chain in the Andean region, operating over 140 clubs in Colombia and Chile, offering holistic wellness programs.

- Managed the technology infrastructure lifecycle, including networking and security, for the expansion to over 60 sites across Colombia, Peru, and Chile.
- Led the successful implementation of Microsoft Dynamics CRM & ERP systems, centralizing billing and member management for a base of over 270,000 users.
- Directed the software development for a proprietary access control system using biometrics, increasing security and streamlining member check-in across all locations.

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.