

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading global teams to deliver complex digital transformations in financial services, retail, and travel. Expert in AI-driven solutions, cloud technologies, and system integrations, with a strong record of improving performance. Skilled in Agile (SAFe, Scrum) and traditional methodologies, excelling at end-to-end project delivery from scope definition to launch, executive reporting, and financial oversight.

### **KEY SKILLS**

- **Project & Product Management:** End-to-End Project Lifecycle, Scope & Risk Management, Budget & Financial Oversight, Product Launch Planning, Stakeholder Management, Executive Reporting (KPIs OKRs)
- **Methodologies & Governance:** SAFe, Scrum of Scrums, Scrum, Kanban, Hybrid, Waterfall, Process Improvement
- **Technical & AI Acumen:** Generative AI & Chatbots, Cloud Platforms (AWS GCP), SDLC, Data Migration, API Integration, E-commerce Platforms
- **Tools & Certifications:** Jira, Confluence, MS Teams, Slack, Asana. Certifications: SAFe 6 Agilist, A-CSM, Google Project Management, Generative AI Leader
- **Languages:** Spanish

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company focused on reinventing businesses through innovative technology solutions, AI, and software development for global clients.*

- Led a 100+ person team for Banco de Chile, implementing a Scrum of Scrums framework to deliver a new mobile banking app and datacenter migration.
- Managed the launch of a Google AI Chatbot for Royal Caribbean, enhancing guest services and delivering a key feature for onboard digital experiences.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing quarterly PI planning and execution.
- Presented project KPIs and RAG status reports to C-level stakeholders, ensuring alignment and managing budgets across fixed-price and T&M engagements.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software consulting firm delivering custom solutions in media, healthcare, and big data using cloud services and agile development.*

- Directed development of a voice-to-text application for healthcare professionals, leveraging AWS services to improve documentation efficiency and patient care processes.
- Oversaw the end-to-end product lifecycle for the Concacaf media app, from RFP to launch, delivering live streaming and news services to fans.
- Implemented Scrum methodologies and defined KPIs for 10+ member teams, leading to consistent delivery and successful hyper-care support for all launched products.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*Developed integrated hardware and software solutions, including bodycams and management software, for law enforcement and healthcare sectors in Colombia.*

- Led the full SDLC for a bodycam solution for the Colombian Police, managing firmware, software, and deployment for over 3,000 devices.
- Directed project execution against government contracts, ensuring on-time delivery under regulation while managing scope, quality, and operational support workflows.
- Managed development of a Bluetooth-based nurse call system for 10+ hospitals, improving asset tracking and reducing patient communication delays.

#### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia

*An entrepreneurial software house I co-founded, providing SaaS POS solutions for over 1,000 small businesses in the retail and fitness industries.*

- Led the software development life cycle for a multi-feature POS system, integrating payments, inventory, and CRM to streamline business operations.
- Grew the customer base to over 1,000 small businesses in LATAM by leading product implementation, customization, and ongoing operational support.
- Managed a 30+ person team, providing hands-on technical leadership in coding, code review, and release management to ensure product quality and stability.

#### **PROFESSIONAL DEVELOPMENT**

##### **Certified SAFe 6 Agilist**

01/2025

Scaled Agile, Inc

##### **Advanced Certified ScrumMaster (A-CSM)**

08/2024

Scrum Alliance

##### **Certified Scrum Product Owner (CSPO)**

09/2023

Scrum Alliance

##### **Certified ScrumMaster (CSM)**

07/2022

Scrum Alliance

#### **EDUCATION**

##### **Bachelor of Science (B.S.), Computer Engineering**

12/2005

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

*A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.*

##### **Graduate Certificate, Technology Management**

12/2008

EAN University, Bogota, Colombia

*A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.*