

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Product Delivery Manager with 15+ years of experience leading complex, large-scale projects and digital transformations for global clients. Expert in acting as a trusted client advisor, managing executive stakeholders, and guiding cross-functional teams (100+) to achieve strategic business objectives. Skilled in optimizing delivery processes using Agile (SAFe Scrum Kanban) and traditional frameworks to drive revenue growth and operational efficiency across the financial, retail, healthcare, and transportation sectors.

KEY SKILLS

- **Product & Project Delivery:** Agile (SAFe Scrum Kanban) Waterfall Risk Management Budgeting & Scope Definition KPI & OKR Tracking Process Optimization
- **Client & Stakeholder Management:** Strategic Advisory Client Relationship Management Executive Reporting (RAG) RFP & Proposal Development Cross-functional Team Leadership (100+)
- **Technical & Domain Acumen:** SDLC Management Cloud Platforms (AWS GCP) AI & Generative AI Solutions System Integrations Data Migration
- **Industry Expertise:** Financial Services Consumer & Retail Healthcare Travel & Hospitality Media Transportation & Logistics
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions, specializing in AI-driven software development and global consulting services.

- Acted as a trusted advisor for Royal Caribbean, leading three global teams to deliver high-impact onboard digital services, significantly enhancing the guest journey.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading the strategic implementation of Core Web Vitals optimizations.
- Directed strategic execution for a 150+ member team at Banco de Chile, managing a complex datacenter migration to GCP and launching new mobile app features.
- Managed C-level stakeholder expectations across a diverse project portfolio through proactive risk mitigation, transparent KPI reporting, and clear communication frameworks.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy delivering custom cloud-based solutions, specializing in media streaming, big data, and digital healthcare applications for US clients.

- Led end-to-end product delivery for Concacaf, launching media, streaming, and news services that expanded fan engagement across North and Central America.
- Implemented Agile methodologies for healthcare clients, delivering critical integrations for medical imaging and voice-to-text tools that improved clinical workflow efficiency.
- Managed the complete project lifecycle from RFP to hyper-care support, ensuring on-time delivery and alignment with client business objectives on fixed-price contracts.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Latin America.

- Directed the full SDLC for a bodycam solution for the Colombian Police, successfully deploying over 3,000 devices and a central management platform.
- Led project execution under strict government contract constraints, ensuring on-time delivery, quality assurance, and full compliance for a critical public safety system.
- Deployed a SaaS-based nurse call system to over 10 hospitals, improving in-patient communication speed and asset tracking with custom RFID devices.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

An entrepreneurial software house that developed and scaled a SaaS-based Point-of-Sale (POS) system for the Latin American small and medium-sized business market.

- Led the entire product lifecycle for a POS SaaS platform, from initial development to market adaptation, successfully serving over 1,000 retail and fitness clients.
- Provided hands-on technical leadership through coding, code reviews, and release management to deliver key features like payment processing and inventory management.
- Drove customer acquisition by integrating the POS with third-party systems, including accounting apps, biometrics, and government tax reporting platforms.

PROFESSIONAL DEVELOPMENT

Certified SAgile 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.