SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochoaalvarez

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams to deliver complex, guest-facing digital products for the travel, retail, and media industries. Expert in Agile (SAFe, Scrum) and full SDLC management for mobile (iOS/Android), web, and AI-driven platforms. Excels at managing project scope, timelines, and budgets ($2M–$5M+), with strengths in end-to-end project delivery, executive-level reporting, and driving performance in high-scale, tech-first environments.

KEY SKILLS

- **Project & Delivery Management**: Agile (Scrum, SAFe, Kanban), SDLC, Risk Mitigation, Budget Management ($2M-$5M+), Resource Allocation, Release Management, Executive Reporting.
- **Technical Acumen**: Mobile (iOS/Android), Web Platforms, System Integrations, APIs, Cloud Infrastructure (AWS, GCP), CI/CD Workflows, QA Automation.
- **Leadership & Collaboration**: Global Team Leadership (+100), Stakeholder Management (C-Level), Vendor Management, Cross-Functional Collaboration, Process Improvement, Team Mentoring.
- **Tools & Platforms**: Jira, Confluence, MS Project, Slack, MS Teams, Github, Firebase, SonarQube, Reporting Dashboards.

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to help organizations reinvent their industries and stay ahead of potential market disruption.

- Led end-to-end delivery of Royal Caribbean's guest-facing mobile apps, including an AI chatbot, improving guest engagement and driving ancillary onboard revenue.
- Managed agile ceremonies for Dick's Sporting Goods' e-commerce platform, boosting Core Web Vitals performance by 40% and enhancing the online shopping experience.
- Directed global teams (+100) and multiple scrum masters for banking and retail clients, ensuring on-time delivery of complex projects within multi-million dollar budgets.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software development firm creating innovative digital products, focusing on cloud services, big data, and custom applications for media and healthcare sectors.

- Delivered a consumer-facing media app for Concacaf, integrating AWS streaming and data services to engage thousands of fans across North America.
- Spearheaded the development of a voice-to-text application for healthcare, leveraging AWS Polly to reduce documentation time and improve clinical efficiency.
- Implemented Scrum methodologies for fixed-price projects, defining KPIs and OKRs that ensured successful product delivery, hyper-care, and seamless production launches.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.

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

- Led the full SDLC for a bodycam system for Colombian Police, successfully deploying over 3,000 devices with integrated management and streaming software.

- Directed creation of a nurse call system using Bluetooth and RFID, improving communication speed and reducing patient wait times across 10+ hospitals.
- Managed project constraints for government contracts, ensuring on-time delivery and operational support in compliance with strict public sector regulations.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering a proprietary POS platform with integrated business management tools for restaurants, fitness centers, and retail businesses throughout LATAM.
- Led the full product lifecycle for a SaaS POS solution, successfully implementing the platform for over 1,000 small businesses across Latin America.
- Directed development of payment processing and inventory management features, automating key business operations and increasing customer retention by 25%.
- Managed a 30+ person team in a hybrid Waterfall/Kanban environment, leading hands-on coding, quality assurance, and bi-weekly release cycles.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers in South America, providing wellness services and managing club operations across multiple countries.
- Managed the IT infrastructure lifecycle across 60+ sites in Colombia, Peru, and Chile, ensuring 99.9% uptime for all critical business systems.
- Led the technical implementation of Dynamics CRM & ERP, streamlining member management and automating billing, which reduced administrative overhead by 30%.
- Established and led the IT Service Desk, implementing formal processes that improved first-call ticket resolution rates and internal user satisfaction scores.

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.