

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex software implementations, with a specialization in the healthcare technology sector. Expert in managing the full project lifecycle for proprietary solutions, from discovery to go-live, ensuring seamless client adoption and achieving revenue targets. Skilled in fostering C-suite stakeholder relationships and guiding cross-functional teams to deliver projects on time, ensuring compliance with HIPAA standards.

KEY SKILLS

- **Healthcare Project Management:** Revenue Cycle Solutions, Client Implementation, HIPAA Compliance, Go-Live Forecasting, Stakeholder Engagement (C-Suite), Change Management, PHI.
- **Project Management & Methodologies:** Full Project Lifecycle, Risk Mitigation, Dependency Mapping, Resource Management, SAFe, Scrum, Kanban, Waterfall/Hybrid.
- **Technical & Platform Acumen:** Proprietary Software Implementation, SDLC, Systems Integration, Data Migration, Cloud Services (AWS, GCP), CRM/ERP Systems, AI-Driven Solutions.
- **Tools & Software:** Jira, Confluence, Microsoft Office Suite, Slack, Asana, MS Teams.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company reinventing businesses through AI and software development. Offers innovative technology solutions to leading global brands and industries.

- Led program delivery for Royal Caribbean's guest experience apps, managing PI planning for distributed teams to ensure on-time feature releases and enhance customer satisfaction.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing Core Web Vitals initiatives within adaptive quarterly roadmaps.
- Directed C-level stakeholder reporting across client portfolios, translating complex project data into RAG status indicators to ensure strategic alignment and manage expectations.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom solutions for media, sports, and healthcare, focused on cloud services and innovative technology stacks.

- Directed end-to-end implementation of medical imaging and voice-to-text solutions for hospitals, integrating with systems like DICOM and HL7 to improve diagnostics.
- Managed the development of a patient portal and surgery tracking board, improving communication and reducing patient wait times through streamlined data access.
- Led client-facing project discovery and implementation for Concacaf, defining scope and delivering a media streaming platform on-time and within a fixed budget.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Led full SDLC for a bodycam system for law enforcement, delivering over 3,000 devices and a central management platform under strict government contracts.
- Deployed nurse call and asset tracking systems across 10+ hospitals, improving operational efficiency and staff response times through RFID technology integration.
- Managed the implementation of a patient flow tracking board, integrating with existing hospital systems to provide real-time visibility and improve care coordination.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering specialized POS and business management software for small to medium-sized businesses in retail, fitness, and health sectors.

- Led the software development lifecycle for a SaaS POS product, successfully deploying it to over 1,000 small businesses and growing market share.
- Directed product implementation for numerous health and fitness centers, automating billing and member management which led to increased customer retention.
- Managed integrations with biometrics, accounting apps, and payment processors, expanding product functionality and delivering enhanced value to end-users.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers providing comprehensive wellness services and solutions across multiple countries in Latin America.

- Managed the implementation of Microsoft Dynamics CRM & ERP, streamlining billing and customer management operations across more than 60 corporate sites.
- Led the full lifecycle for a new access control system using biometrics, enhancing security and automating member check-in which improved facility throughput.
- Established and led the IT Service Desk, managing infrastructure and support protocols to achieve 99% system uptime and high 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.