

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Engagement and Project Manager with 10+ years of experience guiding premier clients in finance, retail, and media. Expert in maximizing customer value through strategic cloud (AWS, GCP, Azure), AI, and web performance solutions. Excels at leading global, cross-functional teams to expand technology adoption, navigate complex challenges, and ensure customer success. A trusted technical advisor skilled in driving retention and growth through operational excellence and strong business acumen.

### **KEY SKILLS**

- **Customer Engagement & Strategy:** Customer Success, Value & Retention, Strategic Advisory, Business Acumen, C-Level Reporting, Escalation Management
- **Program & Project Management:** SAFe, Scrum, Kanban, Waterfall, Budget & Risk Management, Cross-Functional Team Leadership (100+), PI Planning
- **Cloud & Technical Expertise:** AWS, GCP, Azure, AI & Generative AI, Java, React, AEM, Network & Media Technologies, SDLC
- **Certifications:** SAFe 6 Agilist, A-CSM, Google Cloud Digital Leader, AWS Cloud Technical Essentials, Google Generative AI
- **Languages:** Spanish

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company leveraging AI and innovative technologies to reinvent businesses through consulting, software development, and digital transformation at scale.*

- Drove customer success for Royal Caribbean by leading teams to deliver AI chatbots and digital concierge services, enhancing the onboard guest journey.
- Partnered with Dick's Sporting Goods stakeholders to boost e-commerce web performance by 40%, directly increasing platform value and customer satisfaction.
- Acted as a central client contact, managing project constraints (budget, scope, risk) and providing C-level reporting to ensure alignment and retention.
- Led the adoption of SAFe and Scrum for distributed teams of 100+, improving delivery velocity and ensuring quarterly roadmap execution for banking clients.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software development firm specializing in cloud-native applications, media streaming services, and innovative healthcare technology solutions for international clients.*

- Delivered cloud-based media and streaming services on AWS for Concacaf, expanding their digital offerings and engaging a wider fan base.
- Managed the end-to-end delivery of an AWS Polly voice-to-text solution for healthcare clients, improving operational efficiency for medical professionals.
- Acted as the primary client advisor, from initial RFP and proposal to production support, ensuring project success and high client satisfaction.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.*

- Led the full SDLC for a bodycam and evidence management system for the Colombian Police, delivering a critical public safety solution on time.
- Oversaw deployment and operations for 3,000+ bodycam devices, managing firmware updates and support to ensure high system reliability for the client.
- Managed the implementation of integrated nurse-call systems for 10+ hospitals, improving patient care response times and internal communication speed.

#### **Technical Project Manager**

08/2012 - 12/2018

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

*A software house that developed and scaled a SaaS-based POS and business management platform for over 1,000 SMEs in LATAM.*

- Directed the full product lifecycle for a SaaS POS solution, expanding adoption to over 1,000 businesses in the retail and fitness sectors.
- Led hands-on technical development and release management using .Net and MS SQL Server, ensuring robust product performance and client satisfaction.
- Managed integrations with payment processors and accounting apps, increasing the value and utility of the core product for small business customers.

#### **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.*