

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex strategic initiatives in mission-critical environments, including healthcare, finance, and public safety. Expert in full lifecycle project delivery, from scoping to execution, with rigorous oversight of cost, schedule, and quality. Excels at engaging diverse stakeholders, including senior executives and clinical teams, to translate complex needs into viable solutions. Adept in Agile and traditional methodologies, focused on driving operational efficiency and delivering impactful projects that support organizational goals.

KEY SKILLS

- **Project & Portfolio Management:** Strategic Planning, Stakeholder Engagement, Budget & Cost Control, Scheduling, Risk Management, Quality Assurance, Executive Reporting.
- **Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall, Hybrid Models.
- **Healthcare & Regulated Industries:** DICOM & HL7 Integration, Patient Portals, EMR/EHR Systems, Medical Device Integration, HIPAA Compliance Context.
- **Technical Acumen:** Cloud Platforms (AWS, GCP), SDLC, System Integration, AI & Data Analytics, Jira, Confluence.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

Global AI-focused consulting company, digitally transforming industries by delivering innovative software solutions and cognitive platforms for top-tier clients.

- Led strategic initiatives for Royal Caribbean, launching AI chatbots and mobile apps, improving guest experience and driving ancillary revenue through tailored advertising.
- Managed a 100+ person program for Banco de Chile, overseeing a data center migration to GCP and implementing a new enterprise data warehouse.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading the implementation of Core Web Vitals across their digital platform.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A specialized software consultancy delivering custom cloud-based solutions, big data analytics, and media streaming services for healthcare and sports media clients.

- Managed end-to-end development of healthcare applications, integrating medical imaging (DICOM) and patient data (HL7) systems for multiple hospital clients.
- Launched a voice-to-text application for clinicians, improving documentation speed and accuracy, thereby allowing greater focus on direct patient care.
- Delivered a media streaming platform for Concacaf, expanding their digital reach and creating new revenue streams through enhanced fan engagement features.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

Technology firm developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Led the full SDLC and deployment of a bodycam system for the Colombian Police, equipping over 3,000 officers and enhancing operational oversight.
- Deployed an RFID asset tracking and nurse call system across 10+ hospitals, improving patient response times and optimizing critical resource management.

- Managed firmware development and a web-based management platform, ensuring secure, real-time data streaming and analysis for mission-critical operations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

SaaS provider of point-of-sale (POS) and business management software tailored for small to medium-sized businesses in retail, fitness, and health.

- Spearheaded development and deployment of a comprehensive SaaS POS platform, successfully implemented by over 1,000 businesses across Latin America.
- Directed integrations with payment processors, biometrics, and accounting systems, automating billing processes and reducing client data entry time by over 50%.
- Led the full software development lifecycle for the flagship product, from feature definition to release, resulting in a scalable, market-leading solution.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

Leading health and fitness center chain in Latin America, providing comprehensive wellness services and facilities to a broad member base.

- Managed technology infrastructure and operations across 60+ sites in 3 countries, ensuring 99.5% system uptime for all critical business operations.
- Led the implementation of Microsoft Dynamics CRM & ERP, centralizing member data and streamlining billing, improving overall operational efficiency.
- Deployed a company-wide IT service desk and biometric access control system, improving facility security and reducing support ticket resolution times.

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.