

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex projects in regulated industries, including healthcare and public safety. Expert in full-lifecycle project delivery, from planning and risk mitigation to supply chain logistics and client relations. Skilled in Agile and traditional methodologies, with a focus on process improvement and enhancing operational efficiency to support mission-critical outcomes.

KEY SKILLS

- **Project & Program Management:** Global Project Planning Risk Management Stakeholder Engagement Budget Oversight Supply Chain Logistics GxP Compliance Analogy
- **Methodologies & Process Improvement:** SAFe Scrum Kanban Waterfall Hybrid Models Lean Startup Process Optimization
- **Technology & Platforms:** Jira Confluence AWS GCP AI & GenAI Integrations SQL Databases CRM & ERP Systems
- **Certifications:** A-CSM CSM CSPO SAFe 6 Agilist Google Project Management Certified
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. A global leader in AI-powered software development, consulting, and digital transformation for top-tier clients.

- Managed end-to-end delivery of digital solutions for Royal Caribbean, enhancing the guest journey and integrating complex onboard services, ensuring 100% on-time feature releases.
- Led global teams of 100+ in banking, delivering a complex datacenter migration to GCP, meeting all regulatory compliance requirements and project milestones.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by optimizing Core Web Vitals and leading cross-functional Scrum of Scrums teams.
- Directed RFP analysis and proposal creation for AI-driven solutions, successfully securing projects by aligning technical capabilities with client strategic goals and budget constraints.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy specializing in custom solutions for the media and healthcare industries, leveraging cloud and data technologies.

- Led development of a voice-to-text application for healthcare professionals, improving clinical documentation efficiency and reducing transcription errors by over 30%.
- Managed the integration of medical imaging data (DICOM) to AWS for multiple hospitals, ensuring secure, compliant data transfer and patient information management.
- Oversaw the end-to-end delivery of media streaming services for Concacaf, managing project scope, budget, and 3rd party vendor relationships for successful launches.

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.

- Directed the full SDLC and deployment of 3,000+ bodycams for the Colombian Police, managing firmware, hardware logistics, and software integration under strict government contracts.

- Implemented a nurse call system across 10+ hospitals, integrating Bluetooth and RFID devices to improve asset tracking and reduce patient response times.
- Led a hands-on technical team in developing and releasing a real-time geolocalization and video streaming platform, enhancing situational awareness for law enforcement operations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house providing SaaS-based POS and business management solutions for small to medium-sized businesses in retail and wellness.

- Led the complete SDLC for a SaaS POS platform, successfully deploying the solution to over 1,000 small businesses across Latin America.
- Managed complex integrations with payment processors, barcode scanners, and government tax systems, enhancing product functionality and market adoption.
- Directed operations and customer support workflows, achieving high client retention by ensuring system stability and responsive issue resolution for a diverse user base.

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.