

## SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · [www.linkedin.com/in/sebastianochaalvarez](http://www.linkedin.com/in/sebastianochaalvarez)

### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading complex, large-scale projects for global clients across diverse, regulated industries. Expert in end-to-end project lifecycle management, from proposal development and budget oversight to execution and client relationship management. Skilled in leading and mentoring large interdisciplinary teams, enhancing operational efficiency, and managing project profitability. Expert in Agile (SAFe, Scrum) and traditional methodologies, with strengths in risk management, cost control, and executive-level reporting.

### **KEY SKILLS**

- **Project & Program Management:** Full Lifecycle Management, Scope & Budget Control, Risk Mitigation, Scheduling, Quality Assurance, Proposal & Contract Negotiation.
- **Leadership & Team Development:** Staff Supervision & Mentoring, Cross-functional Team Leadership, Performance Management, Resource & Workload Coordination, Training Development.
- **Client & Business Development:** Client Relationship Management, Stakeholder Communications, Public Presentations, Business Opportunity Identification, Fee & Scope Negotiation.
- **Methodologies & Tools:** Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Jira, Confluence, MS Teams, Asana.

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digital-native consulting firm reinventing business through innovative technology and AI solutions, helping organizations scale and perform in a fast-paced, digitally-driven world.*

- Directed complex digital transformation programs for clients like Royal Caribbean and Banco de Chile, managing budgets, schedules, and global teams of over 100 professionals.
- Led end-to-end project lifecycles, from RFP analysis and proposal creation to resource staffing and delivery, ensuring alignment with client business objectives.
- Drove a 40% performance improvement on Dick's Sporting Goods' e-commerce platform by implementing adaptive planning, rigorous KPI tracking, and effective stakeholder communication.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development consultancy specializing in cloud services, big data, and custom digital solutions for the media, sports, and healthcare industries.*

- Managed the full development and launch of cloud-based media and healthcare data platforms, overseeing technical execution, subcontractor coordination, and project profitability.
- Built and mentored high-performing technical teams, defining roles and implementing agile processes to ensure on-time project delivery within fixed-price contracts.
- Prepared detailed project proposals and scopes of work for new clients, successfully securing contracts and managing client relationships through project completion and support.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology firm creating integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors, focusing on IoT and data management.*

- Led project execution for government contracts, ensuring strict compliance with regulations, managing project constraints, and overseeing deployment of over 3,000 devices.
- Directed interdisciplinary teams in the design and delivery of hardware/software systems, providing hands-on technical guidance and managing the complete product development lifecycle.
- Oversaw operations and customer support workflows, improving system reliability and reducing patient wait times for SaaS solutions across 10+ major clinics.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering point-of-sale (POS) and business management software for over 1,000 small businesses in the retail, fitness, and health sectors.*

- Spearheaded the full software development life cycle for a multi-feature SaaS platform, managing the product roadmap, feature implementation, and quality assurance.
- Led technical teams in delivering integrated solutions with biometrics and payment processing, which automated billing and boosted operational efficiency for over 1,000 businesses.
- Managed implementation and operational support for clients across Latam, tailoring solutions to meet specific needs and ensuring high platform uptime and customer retention.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading chain of health and fitness centers across Latin America, providing comprehensive wellness services to a large member base in multiple countries.*

- Managed technology infrastructure and service desk operations across 60+ sites in three countries, achieving high system uptime and improving ticket resolution rates.
- Led the full lifecycle implementation of new Dynamics CRM & ERP systems, coordinating vendors and internal teams to ensure successful company-wide adoption.
- Directed the deployment of a custom access control system using biometrics, enhancing facility security and improving member check-in speed across all locations.

### **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.