

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Scrum Master with 10+ years of experience leading enterprise-level Security, Finance, and Cloud programs. Expert in scaling Agile delivery with SAFe, managing 3-5 concurrent scrum teams, and driving performance through data-driven metrics. A certified SAFe Agilist and A-CSM focused on enabling high-impact product outcomes.

KEY SKILLS

- **Agile & SAFe Leadership:** SAFe PI Planning, Scrum of Scrums, Sprint Planning, Retrospectives, Backlog Grooming, Kanban, Agile Coaching
- **Program & Performance Management:** Agile Metrics & Reporting, Capacity Planning, Velocity Tracking, Burnup/Burndown Charts, Risk Management, Stakeholder Reporting, Impediment Removal
- **Technical & Domain Expertise:** Security Programs, Cloud Delivery (AWS, GCP), Financial Services, SDLC, AI Solutions, System Integration, E-commerce
- **Tools & Platforms:** Jira, Confluence, MS Teams, Slack, Github, Java, SQL, React, AWS Services, Google AI

PROFESSIONAL EXPERIENCE

Senior Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company reinventing business through innovative technology solutions, specializing in AI-powered software development and consulting for global enterprises.

- Led SAFe PI Planning for 3+ agile teams at Royal Caribbean, delivering an AI chatbot feature that improved guest self-service rates by 30%.
- Directed multiple scrum teams for Dick's Sporting Goods' e-commerce platform, improving Core Web Vitals and boosting overall site performance by 40%.
- Managed a scrum of scrums for a Banco de Chile data migration, leading 5 scrum masters and 100+ engineers to achieve on-time cloud adoption.

Scrum Master & Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software consultancy crafting custom solutions for media and healthcare industries, specializing in AWS cloud services, big data, and mobile application development.

- Implemented Scrum for Concacaf's AWS cloud media platform, launching streaming services to over 1M users and increasing overall fan engagement.
- Deployed a voice-to-text AWS Polly integration for healthcare clients, reducing physician documentation time by 25% and improving data accuracy.
- Led the end-to-end development of a patient data portal, successfully integrating DICOM and HL7 V2 standards to centralize medical imaging and records.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions for public safety, IoT, and healthcare, focusing on real-time data and security.

- Led the full SDLC for the Colombian Police bodycam system, a mission-critical project deploying 3,000+ devices to enhance officer and public safety.
- Managed development of a real-time hospital asset tracking system using RFID, reducing equipment search times and improving operational efficiency.

- Directed the creation and deployment of an Android-based firmware for bodycams, ensuring secure data transfer and reliable field operations under government contracts.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider that developed POS and business management software for over 1,000 small businesses in the retail and fitness industries across LATAM.

- Led the entire software development life cycle for a multi-feature POS system, achieving successful adoption and implementation across 1,000+ small businesses.
- Integrated biometric and electronic signature features into the core SaaS product, enhancing transaction security and streamlining customer checkout processes for all clients.
- Managed a 30-person on-site team using a hybrid Kanban model, delivering regular software updates and maintaining high system uptime for all users.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 locations across multiple countries, focused on member wellness and technology.

- Headed the IT infrastructure rollout for 60+ new sites, implementing secure networking, CCTV, and access control systems to protect assets and member data.
- Led the full life cycle of a biometric access control system, automating member check-in and significantly reducing fraudulent access across all locations.
- Managed the successful implementation of Dynamics CRM & ERP systems, centralizing operations and improving data-driven decision-making for corporate leadership.

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.