

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, full-lifecycle projects across hospitality, retail, and healthcare. Expert in managing capital and technology infrastructure initiatives, vendor negotiations, and multi-million dollar budgets. Skilled in driving projects from concept through closeout, ensuring on-time, on-budget delivery in fast-paced commercial environments.

KEY SKILLS

- **Project Lifecycle & Capital Management:** Full-Cycle Execution, Capital Budgeting & Scheduling, Scope & RFP Development, Contract Negotiation, Vendor & Consultant Management, Project Closeout.
- **Design & Construction Coordination:** Design Plan Review, Value Engineering Analysis, Systems & Infrastructure Integration, Quality Assurance & Punch Lists, On-Site Work Liaison.
- **Project Management Methodologies & Tools:** Hybrid (Waterfall/Agile), Scrum, Kanban, MS Office Suite (Project, Excel, Word), Jira, Confluence, Video Conferencing Tools.
- **Stakeholder & Industry Expertise:** Hospitality & Commercial Environments, C-Level & Cross-Functional Communication, Risk Management, Contract Administration, Independent Problem-Solving.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A consulting company focused on reinventing businesses through innovative technology and AI solutions, delivering software and managing large-scale digital projects globally.

- Led full-cycle project execution for Royal Caribbean, overseeing budget, schedule, and vendor coordination to enhance guest-facing digital infrastructure and onboard services.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing renovations to core web vitals and backend systems.
- Managed RFP analysis, contract scoping, and consultant selection for diverse portfolios, ensuring project alignment with strategic goals and financial constraints.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm delivering custom cloud-based solutions and big data services for the media, sports, and healthcare industries.

- Directed end-to-end delivery of AWS cloud infrastructure projects for healthcare clients, managing all phases from planning and procurement to commissioning and support.
- Oversaw system integration projects for multiple healthcare clinics, coordinating with engineering teams to deliver medical imaging solutions, improving patient data access.
- Led project planning and staffed teams for over 10 positions, ensuring successful execution of fixed-price contracts within budget and scope for media clients.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology provider specializing in integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Managed the full lifecycle of a bodycam system for law enforcement, including hardware procurement, firmware development, and software platform deployment.

- Led deployment for integrated systems across 10+ hospitals, overseeing installation and commissioning, which improved nurse call response times and asset tracking.
- Directed project execution for government contracts, ensuring strict compliance with regulations through meticulous planning, quality control, and on-site implementation support.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software for over 1,000 small businesses in the restaurant, fitness, and retail industries.

- Led the full product lifecycle for a core SaaS platform, managing infrastructure upgrades and feature renovations for a diverse client base of 1,000+ businesses.
- Coordinated hardware and software integrations for POS systems, including payment terminals, printers, and access control, ensuring seamless operational functionality for clients.
- Directed operations and support for all clients, improving customer retention and system uptime through continuous enhancements and proactive maintenance schedules.

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 the infrastructure lifecycle for 60+ new site builds and renovations, including networking, security systems, and access control installations.
- Led the implementation of Dynamics CRM & ERP systems, coordinating with vendors and stakeholders to upgrade core business operations and automated billing platforms.
- Established and directed the IT Service Desk across all locations, improving system uptime and achieving a 95% satisfaction score for technical support.

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.