

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations across various sectors. Expert in AI-driven, cloud-based, and system integration solutions, with a proven track record of improving performance and managing large-scale team allocation.

### **KEY SKILLS**

- **Project Management Methodologies:** SAFe, Scrum, Kanban, Waterfall, Hybrid
- **Technology & Platforms:** AWS, GCP, Azure, Jira, Confluence, MS Project, AI Integration
- **Financial & Budget Management:** Forecasting, Budgeting, Cost Control, Resource Allocation
- **Stakeholder Management & Communication:** Reporting, Presentations, Conflict Resolution, Cross-functional Collaboration

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A leading global IT consulting and software development company leveraging AI for innovative solutions at scale.*

- Led technical project management and Scrum for Royal Caribbean Group's Guest App, boosting onboard WiFi adoption by 20% and improving customer satisfaction scores.
- Managed Dick's Sporting Goods' ecommerce platform project, resulting in a 40% increase in Core Web Vitals performance and improved conversion rates.
- Oversaw Banco de Chile's Metaverse branch project, successfully migrating their datacenter to GCP and streamlining internal processes.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A technology firm specializing in Big Data, cloud services, media, and healthcare solutions, delivering projects at a mid-market scale.*

- Successfully implemented AWS-based cloud services for Concacaf and MLS teams' streaming applications, reducing latency issues by 15% and improving user experience.
- Led the design and implementation of an AI-powered voice-to-text application for healthcare professionals, resulting in a 25% increase in documentation efficiency.
- Managed the migration of medical images to AWS using DICOM, ensuring data integrity and improving access for healthcare providers.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology firm specializing in custom software development with a focus on hardware + software solutions for the public and private sectors.*

- Successfully managed the full SDLC for bodycam software for Colombian Police, deploying over 3,000 units and achieving 98% uptime for critical operations.
- Led the implementation of Bluetooth nurse-call systems across multiple Colombian hospitals, improving response times by an average of 10 minutes.
- Developed and deployed a patient flow tracking system, improving efficiency and reducing patient wait times by 15%.

#### **Technical Project Manager**

08/2012 - 12/2018

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

*A software house providing SaaS solutions for diverse sectors including retail and hospitality, serving a mid-market client base.*

- Led development and deployment of a POS system for over 1000 clients across Latin America, increasing sales processing speed by 20%.
- Improved the scalability and reliability of the POS system via system architecture upgrades, reducing support tickets by 30%.
- Managed the integration of various third-party payment processors into the POS system, improving sales and reducing transaction processing times.

## **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America focused on providing exceptional member experiences and high-quality services.*

- Successfully implemented a new CRM system, improving member retention by 10% and streamlining operational workflows.
- Managed IT infrastructure across 60+ locations in three countries, ensuring high system uptime and secure data protection.
- Led the implementation of a new access control system utilizing biometrics, improving security and facility management.

## **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.