

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Expert Scrum Master with 10+ years of experience guiding cross-functional teams through complex software development lifecycles in global enterprise environments. Adept at coaching Agile principles (Scrum, SAFe, Kanban) and DevOps practices to boost team performance and accelerate delivery. Excels at removing impediments, facilitating all Scrum ceremonies, and fostering a culture of continuous improvement across distributed teams.

KEY SKILLS

- **Agile & Scrum Expertise:** SAFe, Scrum, Kanban, Scrum of Scrums, Sprint Planning, Daily Stand-ups, Retrospectives, Backlog Refinement, Impediment Removal, Agile Coaching.
- **Project & Lifecycle Management:** SDLC, DevOps Practices, PI Planning, KPI & OKR Reporting, Risk Management, Release Management, Budget Oversight, Stakeholder Collaboration.
- **Technical & Industry Acumen:** Cloud Platforms (AWS, GCP), AI Integration, E-commerce, Finance, Healthcare, Retail, Travel/Hospitality, SaaS, API Development, Data Migration.
- **Tools & Platforms:** Jira, Confluence, MS Teams, Slack, Azure, GitHub, SonarQube, AEM, Salesforce CRM, Firebase, Springboot, React, Angular.

PROFESSIONAL EXPERIENCE

Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A global digital consultancy helping organizations reinvent themselves with AI-powered solutions, providing comprehensive technology services and software development to leading brands worldwide.

- Coached 30+ member offshore teams for Royal Caribbean on SAFe practices, facilitating PI Planning and Scrum events to ensure on-time feature delivery.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Scrum of Scrums and refining backlogs with Core Web Vitals.
- Eliminated project blockers and managed release scope for banking and retail clients, improving team velocity and ensuring alignment with quarterly roadmap OKRs.

Scrum Master

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company delivering innovative solutions for media, sports, and healthcare industries, specializing in cloud services, big data, and mobile applications.

- Implemented Scrum methodology for Concacaf media platforms, leading ceremonies and coaching teams to launch new streaming services and features enhancing fan engagement.
- Directed the full SDLC for healthcare AI products, facilitating development of voice-to-text and imaging integration, improving procedural efficiency for clinicians.
- Managed development of AWS cloud-native solutions, removing technical impediments to ensure smooth data ingestion and processing for client projects and improving delivery flow.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare operational needs.

- Led the end-to-end SDLC for a bodycam system for the Colombian Police, managing firmware, software, and deployment for over 3,000 devices.
- Managed development and deployment of an integrated nurse call system for 10+ hospitals, improving patient response times and communication speed between staff.

- Directed project execution within a hybrid Kanban-Waterfall framework, ensuring on-time delivery and compliance with government contract requirements for public safety solutions.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider creating specialized POS and business management software for small to medium-sized businesses in the restaurant, fitness, and retail sectors.

- Oversaw the complete SDLC for a flagship POS product, successfully implementing the SaaS solution for over 1,000 businesses across Latin America.
- Led a 30-person team in a hybrid Kanban environment, managing development, releases, and operational support to achieve high system uptime and reliability.
- Directed integrations with payment processors and accounting apps, automating billing and expanding product functionality to increase market competitiveness and user adoption.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, dedicated to improving well-being through professional training services and medical sports expertise.

- Managed the full technology lifecycle for a custom CRM and billing platform, automating processes that supported member retention across 60+ locations.
- Led the IT Service Desk implementation and operations, establishing support workflows and achieving a 99% system uptime rate for critical business applications.
- Directed infrastructure deployment for 60+ new sites across three countries, including networking and security systems to ensure operational readiness and scalability.

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.