

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Change Management leader with 10+ years of experience guiding complex organizational transformations for global teams of 100+. Expert in OCM strategy, stakeholder engagement, and strategic communications to drive technology adoption and process improvements. Deep experience in Agile (SAFe, Scrum) and hybrid methodologies to minimize resistance and ensure successful project delivery across finance, retail, and healthcare industries.

KEY SKILLS

- **Organizational Change Management (OCM):** Change Strategy & Planning, Stakeholder Analysis & Engagement, Impact Assessment, Resistance Management, Communications Planning.
- **Project & Program Leadership:** Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Methodologies, End-to-End SDLC, Risk Management, Budget Oversight, KPI & OKR Tracking.
- **Communication & Training:** Team Leadership & Coaching (+100 members), Executive Reporting (RAG Status), C-Level Presentations, Training Program Development, Content Creation.
- **Technical & Business Acumen:** Cloud Platforms (AWS, GCP), AI & GenAI Solutions, System Integrations, RFP Analysis & Proposals, Multi-Industry Expertise (Finance, Retail, Healthcare).

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company leveraging AI and innovative software development to help organizations reinvent themselves and unleash their potential across various industries.

- Led organizational change by implementing SAFe and Scrum for 100+ engineers at Banco de Chile, improving delivery predictability and cross-team collaboration.
- Executed change communication strategies for Royal Caribbean C-level stakeholders, translating complex project data into clear RAG status reports to ensure alignment.
- Drove 40% improvement in e-commerce platform performance for Dick's Sporting Goods by managing the full change lifecycle from discovery to release.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm specializing in cloud services, big data solutions, and media streaming for clients in sports and healthcare sectors.

- Orchestrated the adoption of Scrum, developing new workflows and training materials that accelerated media content delivery and team performance for Concacaf.
- Managed stakeholder engagement across multiple clinics, implementing a voice-to-text application that improved physician workflow efficiency and reduced documentation time.
- Developed and executed change plans for healthcare data migrations to AWS, ensuring a seamless transition and maintaining data integrity for patient portals.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology provider delivering integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare organizations.

- Directed a change initiative for the Colombian Police, deploying 3,000+ bodycams and a new software platform through extensive user training and support.

- Implemented a new nurse call system across 10+ hospitals, designing user guides and workflows that increased communication speed and patient response times.
- Led stakeholder workshops to define requirements for a new patient tracking board, ensuring the solution met clinical needs and integrated into existing systems.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

An entrepreneurial SaaS company that developed and supported a point-of-sale and business management platform for over 1,000 small businesses in LATAM.

- Led the end-to-end software development lifecycle and managed the change impact for 1,000+ small businesses adopting the new POS SaaS platform.
- Created user training materials and support workflows, leading to successful platform adoption and increased operational efficiency for clients in retail and fitness.
- Integrated new payment processing and biometric technologies into the platform, managing the technical transition and communication to minimize business disruption for users.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

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

- Spearheaded the corporate-wide implementation of Microsoft Dynamics CRM & ERP across 60+ sites, leading the organizational transition and user training programs.
- Established the company's first formal IT Service Desk, developing new support processes and KPIs that improved system uptime and user satisfaction rates.
- Managed the rollout of new technology infrastructure, including access control systems and biometrics, transforming daily operations for members and staff.

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.