SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, large-scale projects across diverse industries. Expert in full project lifecycle management, from planning and resource allocation to budget oversight, risk mitigation, and final delivery. Track record of improving operational efficiency, ensuring quality standards, and managing cross-functional teams to meet aggressive deadlines and financial targets.

KEY SKILLS

- **Project & Program Management**: Full Lifecycle Management, Budget & Cost Control, Schedule Adherence, Risk Mitigation, Resource Allocation, Quality Assurance, RFI & Submittal Review.
- **Leadership & Coordination**: Cross-Functional Team Leadership, Stakeholder Management, Vendor & Subcontractor Performance, Onsite Coordination, Executive Reporting (KPIs & OKRs), Staffing & Team Building.
- **Methodologies & Tools**: Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, Jira, Confluence, MS Project, Slack, MS Teams.
- **Technical & Industry Acumen**: Cloud Platforms (AWS, GCP), System Integrations, AI Solutions, SDLC, Retail, Finance, Healthcare, Travel & Hospitality, Media, Public Safety.

PROFESSIONAL EXPERIENCE

Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native company offering AI-powered software development and consulting services to help organizations reinvent themselves and unleash their potential.

- Managed program portfolio for Royal Caribbean, leading multiple offshore teams to deliver complex digital products, ensuring on-time delivery within fixed-price contracts.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by optimizing team velocity and managing adaptive quarterly roadmaps and budgets.
- Led end-to-end project execution, from RFP analysis and staffing for 150+ positions to C-level reporting on project status, risks, and KPIs.

Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software consulting firm specializing in custom cloud solutions, big data analytics, and media services for clients across the Americas.

- Directed projects for Concacaf and MLS teams, overseeing product development from definition to production, which included live streaming and media management services.
- Coordinated complex AWS system integrations for healthcare clients, managing teams to deliver imaging, voice-to-text, and patient data solutions, improving clinical workflows.
- Implemented Scrum methodologies to improve team performance, delivering all projects on fixed-price contracts by consistently meeting defined KPIs and client expectations.

Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.

Provider of integrated hardware and software solutions, specializing in bodycam technology for law enforcement and communication systems for the healthcare sector.

- Led project delivery for the Colombian Police, managing the full lifecycle deployment of over 3,000 bodycams from hardware installation to software support.

- Managed government contracts, ensuring strict adherence to project constraints including scope, quality, and timeline, resulting in successful city-wide technology deployment.
- Directed hardware and software operations for healthcare clients, improving nurse-call system reliability and communication speed in over 10 hospitals and clinics.

Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS company providing point-of-sale (POS) and business management software for over 1,000 small businesses across Latin America.

- Directed the full software development life cycle for a flagship POS product, leading a 30-person team in development, quality control, and release management.
- Managed product implementation for 1,000+ businesses, coordinating integrations with hardware (printers, biometrics) and third-party apps, reducing onboarding time by 25%.
- Led operations and support workflows for the SaaS platform, developing processes that improved system uptime and increased customer retention by 15%.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile.

- Managed IT infrastructure deployment for 60+ new sites, overseeing networking, security, and access control systems from planning to full operation.
- Led the company-wide implementation of Microsoft Dynamics CRM & ERP systems, coordinating vendors and teams to complete the project on schedule and within budget.
- Established and directed the IT Service Desk, improving ticket resolution rates by 50% and increasing system reliability across all corporate and fitness locations.

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.