

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Leader with 10+ years of experience directing complex projects and large teams in regulated sectors, including healthcare, finance, and public safety. Expert in full-lifecycle project execution, from planning and resource allocation to budget control and quality assurance. Excels at driving operational efficiency, enforcing compliance standards, and mentoring staff to achieve project excellence.

### **KEY SKILLS**

- **Healthcare Project Management:** Project leadership for hospitals & clinics; medical systems integration; clinical staff coordination; patient flow management.
- **Compliance & Quality Assurance:** Enforcement of government/industry standards; operational protocol implementation; risk management; quality control.
- **Operations & Project Controls:** Budget oversight; schedule management; resource allocation; stakeholder reporting (RAG); KPI & OKR tracking.
- **Team Leadership & Mentoring:** Led and mentored cross-functional teams of over 100 members; staffing and team development; performance management.

### **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 their businesses and industries.*

- Directed large-scale digital transformation programs for clients like Royal Caribbean and Dick's Sporting Goods, managing budgets, schedules, and globally distributed teams (15-100+).
- Improved e-commerce platform performance by 40% through rigorous quarterly planning, execution, and control, enhancing customer satisfaction and online sales conversions.
- Led a complex datacenter migration for Banco de Chile, ensuring seamless transition and operational continuity while coordinating with diverse technical and business stakeholders.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A specialized software consultancy delivering custom cloud solutions, big data analytics, and digital products for the media and healthcare industries.*

- Managed the end-to-end implementation of a surgery event management system for multiple hospitals, improving communication speed and patient flow visibility.
- Led the development of a voice-to-text application for healthcare professionals, increasing documentation efficiency and reducing administrative workload for clinical staff.
- Directed a project to integrate medical imaging devices with AWS cloud services, establishing a secure and scalable platform for patient data management.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology firm developing integrated hardware and software solutions for public safety, IoT, and healthcare sectors across Colombia.*

- Deployed a mission-critical bodycam and evidence management system for the Colombian Police, ensuring on-time delivery and compliance with strict government contract regulations.
- Managed the implementation of a nurse-call system using Bluetooth devices across 10+ clinics, enhancing patient care response times and staff communication.

- Led the full software and hardware development lifecycle for asset tracking and patient management systems, overseeing on-site deployment, operations, and customer support.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering point-of-sale (POS), CRM, and business management software solutions for small to medium-sized businesses in the retail and wellness sectors.*

- Led the full product development lifecycle for a SaaS platform, successfully deploying it to over 1,000 small businesses across Latin America.
- Directed a 30-person team in developing and supporting a POS system, leading to streamlined operations and improved sales tracking for clients.
- Oversaw all operational support workflows, managing customer implementations, technical support, and product releases to ensure high levels of client satisfaction and retention.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, operating over 60 locations across Colombia, Peru, and Chile.*

- Managed the technology infrastructure and security for 60+ sites, including access control systems with biometrics, networking, and CCTV implementation.
- Led the implementation of Microsoft Dynamics CRM & ERP systems, automating billing processes and significantly improving member data management and retention.
- Established and led the IT Service Desk, defining operational workflows and support protocols to maintain high system uptime and user satisfaction.

## **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.