

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex projects and process enhancements across diverse industries, including Finance and Healthcare. Expert in Agile and traditional methodologies, managing concurrent projects with a focus on delivering cost-effective, architecturally compatible solutions. Skilled in financial management, cross-functional team leadership, and executive reporting.

KEY SKILLS

- **Project Management Methodologies:** Agile (SAFe, Scrum, Kanban), Traditional/Waterfall, Hybrid Models, SDLC, PMI/PMP Frameworks.
- **Project Management Tools & Platforms:** Jira, Confluence, Salesforce, Asana, MS Teams, Slack, Azure DevOps.
- **Core Competencies:** Financial & Budget Management, Risk Mitigation, Stakeholder Communication, Change Management, Release Management, PI Planning.
- **Technical & Industry Acumen:** Cloud (AWS, GCP), AI Integration, E-commerce, Finance, Healthcare, Retail, Travel & Hospitality.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative technologies to reinvent businesses through custom software development for global clients.

- Directed a portfolio for Royal Caribbean, launching AI-powered guest apps and improving service delivery by leading globally distributed teams within fixed-price engagements.
- Enhanced Dick's Sporting Goods' e-commerce platform, boosting Core Web Vitals performance by 40% through adaptive quarterly roadmaps and agile execution.
- Led a digital transformation for Banco de Chile, managing 100+ engineers to migrate datacenters to GCP and deliver new mobile application features.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in creating cloud-native solutions, Big Data platforms, and media streaming services for sports and healthcare organizations.

- Launched a media platform for Concacaf, managing the end-to-end product lifecycle from RFP to production and establishing a hyper care support model.
- Deployed a voice-to-text AI application for healthcare clinics, streamlining medical procedures and improving communication speed between staff and patient systems.
- Orchestrated the full staffing lifecycle for over 10 technical positions, defining roles and implementing Scrum to meet aggressive project deadlines and client goals.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company engineering integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Led the end-to-end development and deployment of 3,000+ bodycam units for the Colombian Police, ensuring on-time delivery under strict government regulations.
- Implemented an RFID asset tracking system across 10+ hospitals, improving operational efficiency and reducing time spent locating critical medical equipment.

- Managed the full SDLC for embedded Android firmware and back-end management software, leading hands-on coding, code reviews, and release management.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software solutions, tailored for over 1,000 small businesses in the retail and wellness industries.

- Directed the entire SDLC for a flagship POS product, driving adoption by over 1,000 small businesses and increasing market share across Latam.
- Integrated biometric, payment, and accounting systems into the core SaaS platform, automating billing processes and reducing client data entry time by 50%.
- Led a team of 30+ developers in a hybrid Waterfall-Kanban environment, managing product implementation, customization, and ongoing operational support for all clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in South America, focused on enhancing member experience through technology and integrated wellness services.

- Managed the IT infrastructure expansion to over 60 sites across three countries, implementing networking, security, and IP phoning systems on schedule.
- Led the development and implementation of a new CRM and billing software, which automated recurring payments and improved member retention rates by 15%.
- Established and directed the IT Service Desk, improving system uptime across all locations and achieving a 95% ticket resolution rate within the first year.

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.