SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Delivery-focused Project Manager with 10+ years of experience leading global teams and delivering complex technology projects in the banking, retail, and travel industries. Expert in end-to-end project delivery, from RFP to release, managing large-scale staffing and financial oversight. Skilled in Agile (SAFe, Scrum, Kanban) and Waterfall methodologies, delivering AI-driven, cloud-based, and system integration solutions that improve performance and business value.

KEY SKILLS

- **Project & Delivery Management**: Agile (SAFe, Scrum, Kanban), Waterfall, End-to-End SDLC, Risk Management, Budget & Resource Planning, Executive Reporting.
- **Financial Services & Regulated Industries**: BFSI Digital Transformation, Financial Systems Implementation, Governance & Compliance, Security Standards, C-Level Stakeholder Management.
- **Technologies & Platforms**: Cloud (AWS, GCP, Azure), AI & Gen AI Integration, Java, React, Angular, AEM, Salesforce, Jira, Confluence.
- **Leadership & Operations**: Global Team Leadership (+100), RFP & Proposal Management, Process Improvement, KPI & OKR Tracking, Production Support.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company focused on reinventing businesses through innovative technology solutions, including AI, cloud, and enterprise platforms for global clients.

- Led a 100+ person team for Banco de Chile, implementing a hybrid Scrum model for data migration and app development, improving delivery against KPIs.
- Managed a portfolio for Royal Caribbean, delivering AI chatbots and guest apps, coordinating three offshore teams to meet fixed-price project deadlines and goals.
- Drove a 40% e-commerce performance increase for Dick's Sporting Goods by optimizing Core Web Vitals and leading a 30+ person Scrum of Scrums team.

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

A software development firm delivering custom cloud-native solutions in media, sports, and healthcare, specializing in big data, AI, and streaming services.

- Directed end-to-end delivery of media and streaming apps for Concacaf, managing fixed-price contracts and leading a 10+ person team to successful launch.
- Managed projects for multiple clinics, integrating AWS services for voice-to-text and imaging, which enhanced clinical workflows and improved data accessibility for doctors.
- Implemented a Scrum methodology from scratch, defining team structure and KPIs, which accelerated product delivery for all client projects within the first quarter.

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

Provider of integrated hardware and software solutions, including IoT bodycams and management platforms, for public safety, law enforcement, and healthcare sectors.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices and ensuring on-time delivery under strict regulations.
- Deployed an RFID asset tracking and nurse call system across 10+ hospitals, improving patient response times and communication speed under a SaaS model.

- Led technical teams hands-on through coding, code reviews, and releases, establishing the operations support workflow for all hardware and software products.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering comprehensive POS and business management software for over 1,000 small businesses in the restaurant, fitness, and retail industries.
- Directed the full product life cycle for a POS SaaS platform, integrating payments and biometrics, serving over 1,000 businesses across Latin America.
- Led a 30-person team developing a platform that automated billing and inventory, reducing manual data entry time by over 50% for client businesses.
- Managed hands-on technical leadership, from coding in .NET and SQL to quality assurance, ensuring continuous product improvement and achieving 99.9% system uptime.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, focused on delivering premium wellness services supported by a robust technology infrastructure.
- Managed IT infrastructure rollout for 60+ sites across three countries, including networking and security, ensuring 100% operational readiness for all new locations.
- Led the full life cycle for a custom CRM and billing system with biometric access control, which increased member retention and enhanced security.
- Spearheaded a Dynamics CRM & ERP implementation, acting as the technical lead to streamline business operations and improve data-driven decision-making for management.

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.