

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, client-facing software implementations across the healthcare, finance, and retail industries. Expert in managing the full SDLC for SaaS and integration-heavy projects, delivering solutions that enhance operational efficiency. Skilled in Agile methodologies, leading cross-functional teams to exceed project goals.

KEY SKILLS

- **Project Management Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Hybrid (Agile/Waterfall)
- **Technical & Domain Expertise:** SaaS Implementation, API & System Integration, SDLC Management, Cloud Platforms (AWS, GCP), AI/ML Solutions
- **Tools & Processes:** Jira, Confluence, MS Project, RFP Analysis, Budget & Risk Management, Executive Reporting (KPIs/OKRs), Release Management
- **Industry Acumen:** Healthcare, Pharmaceutical Support Services, Finance & Banking, Retail & E-commerce, Travel & Hospitality

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to help organizations reinvent their business and create a way forward in their industries.

- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by leading Core Web Vitals optimizations and adaptive quarterly roadmap execution.
- Managed development of an AI-powered chatbot and guest app features for Royal Caribbean, enhancing user engagement and onboard service delivery across three global teams.
- Led program delivery for Banco de Chile, orchestrating the staffing of over 150 positions and implementing a Scrum of Scrums to align five Agile teams.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom cloud-based solutions, Big Data analytics, and streaming services for the media, sports, and healthcare industries.

- Spearheaded SaaS implementations for multiple clinics, delivering voice-to-text and medical imaging solutions that improved physician workflows and reduced administrative burden.
- Directed the integration of medical device data (DICOM) to AWS cloud services, establishing a secure patient portal for image visualization and physician commentary.
- Managed end-to-end fixed-price projects for clients like Concacaf, from RFP analysis to production support, ensuring on-time delivery and high client satisfaction.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Deployed SaaS-based nurse call and asset tracking solutions in over 10 hospitals, enhancing patient care speed and improving asset management efficiency.
- Led the full SDLC for a bodycam system for the Colombian Police, deploying 3,000+ devices with integrated management and facial recognition software.
- Directed technical teams hands-on through coding and release management, ensuring high-quality delivery and on-time completion under strict government contract regulations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering customizable POS, CRM, and business management software for over 1,000 small businesses in the retail and health sectors.

- Led the entire SDLC for a flagship SaaS product, growing the user base to over 1,000 businesses by developing features tailored to market needs.
- Engineered integrations with biometrics, payment processors, and accounting apps, automating billing processes and reducing client data entry time by over 50%.
- Functioned as a co-owner, leading technical development and operations, which directly drove product adoption and achieved high client retention rates.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services across Colombia, Peru, and Chile.

- Managed the IT infrastructure expansion to over 60 sites, overseeing networking and security implementations to support rapid, multi-national business growth.
- Directed the corporate implementation of Microsoft Dynamics CRM & ERP, and established the IT Service Desk, improving ticket resolution rates and system uptime.
- Led the full life cycle for a proprietary CRM and billing software, resulting in streamlined member management and increased operational efficiency across all 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.