SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, large-scale infrastructure and systems implementation projects. Expert in managing the full project lifecycle—from conceptual design to completion—ensuring strict adherence to scope, schedule, and budget. Excels at client relations, stakeholder communication, and quality control, with a history of driving efficiency and developing repeat business. Skilled in guiding cross-functional teams to successfully deliver high-value projects across diverse industries, including finance, retail, and public safety.

KEY SKILLS

- **Project & Program Management**: Scope Schedule & Budget Control, Quality Control, Risk Management, Stakeholder Communication, Client Relations, Progressive Project Management
- **Project Lifecycle & Methodologies**: Conceptual Design, Planning, Bidding & Proposals, Construction Oversight, Project Completion, SAFe, Scrum, Waterfall, Kanban
- **Technical & Domain Expertise**: Large-Scale Infrastructure Projects, Systems Integration, Utilities Management, RFP Analysis, Contract Management, Microsoft Office Suite
- **Leadership & Certifications**: Cross-Functional Team Leadership (100+), Vendor Management, Executive Reporting, SAFe 6 Agilist, A-CSM, Google Project Management Certificate
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A digital-native consulting firm reinventing businesses through innovative technology solutions, AI, and software development for global enterprise clients across various industries.

- Drove program performance for clients like Royal Caribbean, managing the full lifecycle for digital guest services to enhance the onboard experience on schedule.
- Led a major e-commerce platform overhaul for Dick's Sporting Goods, improving site performance by 40% through meticulous quality control and adaptive quarterly roadmaps.
- Oversaw a large-scale datacenter migration to GCP for Banco de Chile, managing project scope, budget, and coordination for a team of 100+.
- Fostered client satisfaction and repeat business by establishing clear communication channels and delivering executive-level reports on project scope, schedule, and budget.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL
A boutique software development firm delivering custom cloud, data-driven, and AI solutions for clients in media, sports, and healthcare.

- Directed end-to-end development of media platforms for Concacaf, managing project scope and budget to ensure successful, on-time launches for major championships.
- Spearheaded healthcare systems integrations, implementing voice-to-text and medical imaging solutions that improved procedural efficiency for multiple hospital clients.
- Managed the full project delivery cycle, from RFP analysis and proposal creation to staffing and ensuring quality outcomes under fixed-price contracts.

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

A technology firm specializing in integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.
- Led a complex project for the Colombian Police, delivering 3,000+ bodycam units by overseeing hardware deployment, software lifecycle, and stakeholder relations.
- Managed implementation of asset tracking and nurse-call systems for 10+ clinics, coordinating site installations and ensuring system quality and performance.
- Served as the key point of contact for government and healthcare clients, leading project planning, execution, and support under regulated, fixed-price contracts.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia
Co-founded a SaaS provider that developed and implemented POS and business management software for over 1,000 small to mid-sized businesses.
- Directed the full software development lifecycle for a multi-faceted POS system, managing all project phases from conception to market release and support.
- Led technical implementations and client-side integrations for 1,000+ businesses, tailoring solutions and managing operations to achieve high customer satisfaction and retention.
- Drove business growth and market penetration by managing team leadership, quality control, customer support workflows, and strategic planning.

PROFESSIONAL DEVELOPMENT
Certified SAFe 6 Agilist   01/2025
Scaled Agile, Inc

Advanced Certified ScrumMaster (A-CSM)   08/2024
Scrum Alliance

Certified Scrum Product Owner (CSPO)   09/2023
Scrum Alliance

Certified ScrumMaster (CSM)   07/2022
Scrum Alliance

EDUCATION
Bachelor of Science (B.S.), Computer Engineering   12/2005
Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia
A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.

Graduate Certificate, Technology Management   12/2008
EAN University, Bogota, Colombia
A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.