

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, large-scale projects across industries including Healthcare and Retail. Expert in managing the full project lifecycle, overseeing budgets, and leading large cross-functional teams to ensure on-time, high-quality delivery.

KEY SKILLS

- **Project & Program Management:** End-to-end project lifecycle, scheduling, budget & resource management, risk mitigation, quality control, executive reporting (KPIs, OKRs).
- **Leadership & Team Coordination:** Leading large on-site & offshore teams (+100 members), performance management, staffing, stakeholder communication.
- **Project Management Methodologies:** Adaptive Planning, Hybrid, Waterfall, Scrum, Kanban, SAFe.
- **Industry Acumen & Tools:** Healthcare, Retail, Public Safety, Finance, Travel; Project management software (Jira, Asana, Clickup), Cloud infrastructure principles (AWS, GCP).

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company leveraging AI and innovative technologies to reinvent businesses through custom software solutions for global enterprise clients.

- Led digital transformation projects for Royal Caribbean and Dick's Sporting Goods, managing the full project lifecycle from proposal to successful delivery.
- Directed globally distributed teams of over 100 engineers, ensuring project execution remained on time and within budget using adaptive quarterly roadmap planning.
- Improved e-commerce platform performance by 40% for a major retail client by optimizing core project components and streamlining release management processes.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm specializing in creating cloud-based solutions and data-driven applications for the media, sports, and healthcare industries.

- Managed end-to-end project delivery for healthcare clients, including system integrations and data platforms, improving operational workflows for multiple clinics.
- Oversaw the development and launch of a media streaming platform for Concacaf, coordinating teams to deliver features for live events and news.
- Staffed and led project teams of 10+ professionals, implementing project management frameworks that improved delivery timelines and overall client satisfaction.

Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology provider delivering integrated hardware and software solutions for the public safety, security, and healthcare sectors.

- Led a project for the Colombian Police, deploying over 3,000 integrated bodycam devices and management software across multiple cities on schedule.
- Managed the complete product development lifecycle, from hardware firmware to web management platform, ensuring compliance with government contract requirements and on-time delivery.
- Directed operations and support for critical systems in over 10 hospitals, ensuring high uptime and reliability for nurse call and asset tracking solutions.

Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

An entrepreneurial software house that developed and scaled a SaaS point-of-sale (POS) platform for over 1,000 small businesses in LATAM.

- Directed the full product life cycle for a SaaS platform, driving its adoption by over 1,000 businesses in the retail and fitness sectors.
- Led a 30-person team with hands-on technical guidance to develop and integrate complex features like payment processing and inventory management systems.
- Grew the business by leading product implementation and operational support, ensuring customer success and platform stability for a diverse client base.

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 technology infrastructure and systems rollout for over 60 new sites, coordinating vendors, networking, security installations, and ensuring operational readiness.
- Led the full lifecycle for a custom CRM and billing system, automating key business processes which improved member management and increased retention.
- Established and directed the IT service desk, implementing support workflows that significantly increased system uptime and user satisfaction across the organization.

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.