

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex projects in regulated industries, including healthcare. Expert in managing the full project lifecycle, from planning and financial oversight to execution and delivery. Skilled in coordinating cross-functional teams, managing large-scale staffing, ensuring compliance, and providing executive-level reporting. Strengths in Agile (SAFe, Scrum) and traditional methodologies to drive efficiency and achieve strategic goals.

KEY SKILLS

- **Project & Program Leadership:** End-to-End Project Execution, Budget & Schedule Management, Risk Mitigation, Quality Assurance, Strategic Planning, Scope Control.
- **Healthcare Project Delivery:** Hospital & Clinic System Integrations, Healthcare Operations, Data Management & Migration (DICOM, HL7), Health & Safety Protocols.
- **Stakeholder & Team Coordination:** Executive Reporting (C-Level), Cross-Functional Team Leadership, Subcontractor/Vendor Management, Client Relations, Mentoring & Coaching.
- **Methodologies & Tools:** Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, Jira, Confluence, MS Project, Slack, MS Teams.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm that helps organizations reinvent themselves with AI-powered solutions, innovative software development, and strategic digital transformations.

- Drove program performance and cost efficiency across client portfolios, including Dick's Sporting Goods, achieving a 40% boost in platform efficiency via adaptive roadmaps.
- Led project delivery for Royal Caribbean's guest-facing digital products, including an AI Chatbot, enhancing the customer experience and driving onboard revenue.
- Directed team formation for a large-scale banking project, staffing over 150 positions to successfully deliver a complex datacenter migration and app modernization.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software consultancy specializing in custom solutions for the media, sports, and healthcare industries, leveraging cloud services and big data technologies.

- Spearheaded complex systems integration projects for multiple hospitals, delivering critical imaging and surgery management solutions on schedule to improve patient care workflows.
- Delivered a voice-to-text application for healthcare professionals, improving documentation efficiency by 30% and reducing administrative workload for clinicians.
- Managed the full project lifecycle for Concacaf, launching media and streaming services that increased fan engagement and created new revenue streams.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT company delivering integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Latin America.

- Led the end-to-end delivery of an integrated bodycam system for the Colombian Police, deploying over 3,000 units and ensuring operational readiness.
- Deployed nurse-call systems and asset tracking solutions across 10+ clinics, improving staff communication speed and reducing patient wait times significantly.

- Directed project execution under government contracts, managing the entire lifecycle from planning and implementation to quality assurance and operational support.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider of Point-of-Sale (POS) and business management software for over 1,000 small businesses in the retail and wellness sectors.

- Led the full software development lifecycle for a flagship POS product, driving implementation and customization for over 1,000 businesses across Latam.
- Engineered key integrations with payment processors and biometric systems, automating billing processes and reducing client data entry time by over 50%.
- Managed technical and operations support workflows, leading teams in hands-on development, quality assurance, and release management to ensure 99.9% platform uptime.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile.

- Managed technology infrastructure deployment across 60+ new sites in three countries, overseeing networking, security systems, and IT services for all locations.
- Directed the implementation of a company-wide Dynamics CRM & ERP, streamlining billing and increasing member retention by 15% through improved customer management.
- Established and led the IT Service Desk, improving the ticket resolution rate by 40% and ensuring high system uptime for all business operations.

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.