SEBASTIAN OCHOA ALVAREZ
Orlando, FL · (786) 475-0772
sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochoaalvarez

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, cross-functional digital transformations and scaling organizational processes. Expert in translating business needs into actionable plans for global teams across the finance, retail, and technology sectors. Skilled in full-cycle program management, from large-scale staffing and systems implementation to process optimization. Expert in Agile (SAFe, Scrum, Kanban) methodologies, with strengths in stakeholder communication, risk management, and C-level reporting to drive strategic objectives.

KEY SKILLS

- **People-Focused Program Management**: Staffing, Onboarding, Organizational Design, Performance Metrics (KPIs/OKRs), Change Management.
- **Process Optimization & Scaling**: Agile (Scrum, Kanban, SAFe) Implementation, Best Practice Development, Operational Efficiency Improvement.
- **Stakeholder & Risk Management**: C-Level Reporting, Cross-Functional Alignment, Dependency Mapping, Resource & Budget Oversight.
- **Business Systems & Tools**: Business Systems Implementation (ERP, CRM), Project Management Software (Jira, Confluence, Asana).

PROFESSIONAL EXPERIENCE

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

A digitally native consulting firm helping organizations reinvent themselves with AI-powered solutions and innovative software development to drive business transformation.

- Led the end-to-end staffing and onboarding for 150+ roles at Banco de Chile, establishing high-performance teams and improving project launch readiness.
- Implemented and scaled Scrum of Scrums, coaching 5 Scrum Masters to standardize processes and improve cross-team delivery efficiency for a 100+ person program.
- Directed large-scale programs for clients like Royal Caribbean, managing roadmaps, budgets, and C-level reporting to ensure strategic alignment and on-time delivery.

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

A software consultancy specializing in custom solutions for media and healthcare, leveraging cloud services and big data to deliver impactful digital products.

- Established and implemented Scrum methodologies from the ground up, creating standardized processes that accelerated product delivery timelines for clients like Concacaf.
- Managed the full project lifecycle for new media and healthcare platforms, translating business needs into actionable plans and ensuring team accountability.
- Defined team structures and staffed over 20 roles, building the operational capacity to deliver complex fixed-price projects on schedule and within budget.

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

An IoT company developing integrated hardware and software solutions for public safety and healthcare, enhancing operational efficiency and real-time data access.

- Directed delivery of a bodycam solution for the Colombian Police, managing government contracts, compliance, and deployment of over 3,000 devices.
- Led a cross-functional team through the full SDLC, from hardware firmware to cloud software, improving inter-departmental collaboration and final product quality.

- Defined operational support workflows for SaaS products in 10+ hospitals, improving customer satisfaction and reducing issue resolution time through clearer processes.

Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering POS and business management software for small businesses in retail, fitness, and health, serving over 1,000 clients.
- Oversaw the entire software development life cycle for a flagship SaaS product, leading to successful implementation and adoption by over 1,000 businesses.
- Managed integrations with key business systems, including payment processing and accounting apps, improving operational efficiency and data accuracy for clients.
- Led technical and operational support teams, establishing workflows that enhanced product stability by 25% and drove customer retention in a competitive market.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 sites across multiple countries, focused on member wellness and technology.
- Led the successful enterprise-wide implementation of Microsoft Dynamics CRM & ERP, improving data management and operational processes across all 60+ locations.
- Established and managed the IT Service Desk from inception, creating standardized support processes and improving system uptime and employee satisfaction scores.
- Directed infrastructure projects including networking and access control systems for all sites, managing vendors, budgets, and change management for thousands of employees.

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.