SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Strategic Technical Program Management leader with 10+ years directing complex B2B SaaS programs in high-growth environments. Expert in scaling TPM functions, guiding global cross-functional teams (100+), and delivering AI-powered platform solutions from concept to launch. Adept at shaping programmatic excellence through adaptive Agile methodologies (SAFe, Scrum), fostering executive alignment, and mentoring high-performing teams. Proven in driving business outcomes, managing budgets, and enhancing platform performance and customer adoption for brands in retail, finance, and hospitality.

KEY SKILLS

- **TPM Leadership & Strategy**: TPM Function Scaling, B2B SaaS Program Delivery, Executive Stakeholder Management, Strategic Planning, Global Team Leadership (100+), Budget Oversight
- **Program & Project Methodologies**: Agile at Scale (SAFe, Scrum of Scrums), Scrum, Kanban, Hybrid Models, SDLC Management, OKR & KPI Tracking
- **Technical & Platform Acumen**: AI & Generative AI Solutions, Cloud Platforms (AWS, GCP), Platform Integrations, E-commerce Systems, Data & Analytics, Release Management
- **Certifications & Tools**: SAFe 6 Agilist, A-CSM, CSPO, Google Generative AI, Google Project Management, Jira, Confluence, MS Teams, Slack
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A global consulting firm specializing in AI-powered software development and digital transformation to help organizations reinvent themselves and unleash their potential.

- Directed cross-functional programs for B2B clients like Royal Caribbean, managing the full SDLC for AI-driven mobile apps and enhancing guest journey experiences.
- Led program delivery for Dick's Sporting Goods' e-commerce platform, improving Core Web Vitals performance by 40% through adaptive Agile execution and PI planning.
- Scaled program operations for Banco de Chile by implementing a Scrum of Scrums model, leading 5 scrum masters and aligning over 100+ global engineers.
- Drove executive alignment by translating program execution into KPI/OKR reports and RAG status, ensuring transparency and timely delivery across multimillion-dollar project portfolios.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm building custom cloud-native and AI-driven solutions for media, sports, and healthcare industries.

- Managed end-to-end delivery of a media streaming platform for Concacaf, utilizing AWS services and increasing fan engagement through new features and notifications.
- Led the development of a voice-to-text AI application for healthcare professionals, streamlining clinical documentation and improving physician workflow efficiency by 25%.
- Orchestrated the RFP response, staffing, and project execution for multiple fixed-price contracts, consistently delivering solutions on schedule and securing follow-on business.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Directed the entire SDLC for an integrated bodycam and evidence management system for the Colombian Police, deploying over 3,000 devices across multiple cities.
- Led project execution for government contracts, ensuring strict compliance with regulations while managing scope, budget, and deployment schedules for mission-critical systems.
- Managed the implementation of SaaS-based nurse call systems in 10+ hospitals, improving asset tracking and reducing patient wait times through streamlined workflows.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia

An entrepreneurial software house that developed a comprehensive SaaS POS solution for over 1,000 small businesses in the retail and fitness industries.

- Led the hands-on development and product lifecycle for a SaaS POS platform, growing the user base to over 1,000 businesses across Latin America.
- Drove product innovation by integrating features like payment processing, CRM, and inventory management, increasing customer retention by 30% through enhanced functionality.
- Managed a team of 30+ developers and support staff, defining technical roadmaps and overseeing the entire operations and customer support workflow.

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.