SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading strategic initiatives and digital transformations across Healthcare, Finance, and Retail. Expert in managing the end-to-end project lifecycle using Agile (Scrum, Kanban) and traditional methodologies. Excels in stakeholder engagement, risk management, and process improvement to deliver solutions on time and within budget. Strengths in executive reporting, financial oversight, and translating complex requirements into actionable plans to drive organizational effectiveness and success.

KEY SKILLS

- **Project & Program Management**: Strategic Planning, Project Lifecycle Management, Budget & Cost Control, Risk Mitigation, Schedule Tracking, Quality Assurance, Executive Reporting (KPIs & OKRs)
- **Stakeholder & Team Leadership**: Stakeholder Engagement (C-Level, Physicians), Cross-Functional Team Facilitation, Resource Planning & Allocation, Vendor Management, Change Management
- **Methodologies & Process Improvement**: Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Process Observation & Analysis, SDLC, Release Management, Continuous Improvement
- **Industry & Technical Acumen**: Healthcare, Finance, Retail, Travel; Cloud Platforms (AWS, GCP), AI Solutions, System Integrations, Data Management, JIRA, Confluence

PROFESSIONAL EXPERIENCE

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

A digitally native company focusing on AI-powered solutions and software development, helping organizations reinvent themselves and create a way forward in their industries.

- Managed the project lifecycle for Royal Caribbean's guest apps, ensuring on-time delivery of features like AI chatbots, improving the digital guest experience.
- Led cross-functional teams for Dick's Sporting Goods' e-commerce platform, improving Core Web Vitals performance by 40% and enhancing online customer engagement.
- Facilitated PI planning and roadmap execution for banking clients, translating strategic goals into actionable sprint plans to ensure alignment with quarterly business objectives.

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

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

- Directed development of an AWS-powered voice-to-text app for hospitals, improving the speed and accuracy of medical documentation for healthcare professionals.
- Implemented a surgery event management platform for clinics, providing real-time tracking that improved communication speed and patient flow through surgical procedures.
- Led end-to-end delivery of a media streaming service for Concacaf, expanding fan access to live matches and successfully growing platform user engagement.

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

A technology company developing integrated hardware and software solutions, specializing in public safety bodycams and healthcare communication systems for enterprise clients.

- Led the SDLC for a law enforcement bodycam system, delivering a solution for over 3,000 devices that improved evidence collection and officer safety.

- Deployed a Bluetooth nurse-call system in 10+ hospitals, measurably reducing patient wait times and improving the speed of staff response to needs.
- Managed development and release of custom Android firmware and management software, ensuring reliable operation and data integrity for public safety clients.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering point-of-sale (POS) and business management software for small to medium-sized businesses in retail, fitness, and health industries.
- Oversaw the full SDLC for a SaaS POS product, supporting over 1,000 small businesses in LATAM with streamlined sales and inventory management.
- Directed integrations with biometric and payment systems, automating customer check-in and billing processes, which reduced manual data entry and improved security.
- Led a 30-person team in developing and supporting the platform, achieving high system uptime and customer satisfaction through continuous product enhancements.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, dedicated to improving well-being through professional training services and state-of-the-art facilities.
- Managed the implementation of a Dynamics CRM & ERP system, centralizing member data and billing, which improved operational efficiency across 60+ locations.
- Led the lifecycle for a biometric access control system, securing facilities and automating member check-in, reducing unauthorized access and front-desk workload.
- Established the IT Service Desk and infrastructure for new sites, achieving a 99% system uptime rate and supporting rapid business expansion across three countries.

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.