

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading global teams to deliver complex digital, mobile, and immersive experiences across travel, retail, and finance. Expert in full lifecycle management of multi-million-dollar projects, from concept to completion. Excels in Agile (SAFe, Scrum) and traditional methodologies, translating creative vision into reality through clear leadership, budgeting, and resource planning for clients like Royal Caribbean.

### **KEY SKILLS**

- **Project & Program Management:** Full Project Lifecycle, Budgeting & Scheduling, Risk Management, Global Deployments, Resource Planning, SAFe, Scrum, Kanban.
- **Immersive & Interactive Technologies:** Location-Based Entertainment (LBE), Metaverse, Mobile Apps (iOS/Android), AI Chatbots, Generative AI, AV & Streaming.
- **Leadership & Stakeholder Management:** Cross-Functional Team Leadership, C-Level Reporting, Client Engagement, International Team Coordination, RFP & Proposal Management.
- **Technical & Platform Expertise:** MS Project, Smartsheet, JIRA, Confluence, AWS, GCP, Google AI, AEM, Salesforce, Java, React, Angular.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company reinventing business through innovative technology and AI solutions, helping organizations create future-forward experiences for their customers.*

- Led project delivery for Royal Caribbean's guest experience apps, managing budgets and timelines for features like AI chatbots, enhancing guest satisfaction and engagement.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by leading cross-functional teams and implementing Core Web Vitals optimizations.
- Managed the end-to-end delivery of a Metaverse branch for Banco de Chile, leading a team of over 100 to create an immersive banking experience.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A custom software development firm specializing in cloud services, big data, and AI-driven solutions for the media, sports, and healthcare industries.*

- Delivered media and streaming platforms for Concacaf, managing the full project lifecycle from RFP to production support, increasing fan access to live content.
- Managed development of a voice-to-text application using AWS AI services for healthcare clients, improving physician documentation efficiency and reducing turnaround time.
- Led the integration of medical imaging systems (DICOM) with AWS cloud storage, enabling secure, remote access for doctors and improving diagnostic workflows.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company providing integrated hardware and software solutions for public safety and healthcare operations, enhancing real-time data collection and communication.*

- Led end-to-end development of a bodycam system for the Colombian Police, deploying over 3,000 devices with integrated facial recognition and live streaming.
- Directed the creation of a nurse-call system with asset tracking for 10+ hospitals, using Bluetooth/RFID to reduce patient wait times and improve communication speed.

- Managed the full SDLC for embedded Android firmware and back-end software, ensuring on-time delivery and compliance under strict government contract regulations.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering POS and business management software for over 1,000 small businesses across LATAM in the retail, fitness, and restaurant sectors.*

- Led the software development lifecycle for a POS product suite, driving product adoption across 1,000+ businesses through continuous feature enhancement and integrations.
- Managed integrations with biometrics, payment processors, and accounting apps, automating billing and reducing manual data entry time for clients by over 50%.
- Directed a team of 30+ developers, contributing to code and architecture, to deliver a scalable and reliable SaaS platform for small business operations.

### **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, focused on member wellness.*

- Oversaw technology infrastructure expansion to over 60 sites, managing networking and security to support rapid business growth across three countries.
- Led the full lifecycle for a custom CRM and billing software with biometric access control, increasing member retention by 15% through personalized services.
- Headed IT Service Desk implementation, managing support operations for all locations and improving system uptime by 20% through proactive infrastructure management.

## **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.