

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Senior Project Manager with 10+ years of experience leading complex SaaS implementations and end-to-end product rollouts across diverse vertical markets including Utilities, Healthcare, and Public Safety. Expert in managing the full project lifecycle, from planning and contract adherence to customer onboarding, training, and ongoing support. Skilled in coordinating global teams (including India), managing stakeholder communications, and ensuring seamless deployments that meet budget and timeline requirements.

### **KEY SKILLS**

- **Project & Program Management:** End-to-End SaaS Implementation, Customer Onboarding, Rollout Planning, Process Documentation, Budget & Schedule Adherence, Contract Management.
- **Stakeholder & Team Leadership:** Client Liaison, Executive Reporting (RAG), Cross-Functional Coordination (Dev, IT, Leadership), Offshore Team Management (India), User Training.
- **Agile & Hybrid Methodologies:** SAFe, Scrum, Kanban, Waterfall; Adaptive planning for product adoption and continuous improvement.
- **Technical & Business Acumen:** Cloud Platforms (AWS, GCP), SaaS Solutions, System Integrations, RFP Analysis, AI Solutions, Full SDLC, User Acceptance Testing (UAT).

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting firm leveraging AI and innovative software solutions to help organizations reinvent their industries and stay ahead of the curve.*

- Led the end-to-end rollout of a new AI-powered guest services app for Royal Caribbean, coordinating three offshore teams to launch on schedule.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing the execution of a core web vitals enhancement project.
- Directed the project portfolio for Banco de Chile, managing over 100 engineers to deliver a data center migration and a new Metaverse branch.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development company delivering custom cloud-based solutions, Big Data analytics, and streaming services for media, sports, and healthcare industries.*

- Managed the complete SDLC for the Concacaf media platform, launching new streaming and statistics services on AWS for thousands of international users.
- Led implementation of an AWS-based medical imaging integration for multiple hospitals, improving physician access to critical patient data and reducing wait times.
- Orchestrated the project to transfer medical device data (DICOM) to AWS, enabling a new patient portal for enhanced image visualization and collaboration.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology firm specializing in integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.*

- Led the end-to-end development and deployment of a bodycam system for the Colombian Police, delivering over 3,000 devices with compliant management software.
- Directed the project to create and implement a Bluetooth-based nurse call system, successfully deploying the solution in over 10 clinics to improve response times.

- Managed the software and hardware integration for an asset tracking solution in hospitals using RFID, improving equipment location and operational efficiency.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering a comprehensive POS and business management platform tailored for small businesses in the retail, fitness, and restaurant industries.*

- Oversaw the full SDLC for a SaaS POS product, leading to its adoption by over 1,000 small businesses across Latin America.
- Managed integrations of the POS system with third-party hardware and software, including biometrics, payment processors, and accounting applications for seamless operations.
- Led the technical team in hands-on coding and releases, automating billing and reducing data entry time for clients through new features.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on providing wellness services supported by a robust technology platform.*

- Led the company-wide implementation of Microsoft Dynamics CRM & ERP, centralizing data across 60+ locations in three countries for unified operations.
- Managed the lifecycle for the access control system, integrating software with turnstiles and biometrics, which improved member security and check-in speed.
- Established the IT service desk and managed all technology infrastructure, including networking and CCTV, ensuring high system uptime across all clubs.

## **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.