

## SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · [www.linkedin.com/in/sebastianochaalvarez](http://www.linkedin.com/in/sebastianochaalvarez)

### **PROFESSIONAL SUMMARY**

Adaptive Senior Scrum Master with 10+ years of experience leading global teams and delivering complex digital transformations across healthcare, finance, and e-commerce. Expert in Agile (SAFe, Scrum, Kanban) methodologies and AI-driven solutions. Proven track record of improving team performance and managing large-scale projects.

### **KEY SKILLS**

- **Agile Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums
- **Technology & Platforms:** AWS, GCP, Azure, Jira, Confluence, AI Chatbots, React, React Native, Angular, Java, SQL Server, MySQL, Salesforce
- **Project Delivery & Management:** PI Planning, Roadmap Execution, KPI/OKR tracking, Risk Management, Release Management, Stakeholder Communication
- **Healthcare Expertise:** Payment Integrity, Revenue Cycle, HIPAA Compliance, Data Security

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*Globant is a digitally native company that offers innovative software development and AI solutions.*

- Led technical project delivery for Royal Caribbean, implementing Google AI Chatbot features, resulting in on-time delivery and enhanced user experience.
- Drove a 40% performance improvement in Dick's Sporting Goods e-commerce platform using Core Web Vitals optimization.
- Successfully managed and improved project performance for Banco de Chile, delivering a Metaverse branch integration on time and within budget.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*Mango-Soft delivers custom software solutions focusing on cloud services and AI-powered platforms.*

- Implemented AWS-based solutions for Concacaf, resulting in a scalable and reliable media streaming platform.
- Developed and deployed voice-to-text capabilities for healthcare clients, improving workflow efficiency and patient care.
- Successfully integrated various medical imaging systems onto AWS using DICOM, improving data access and collaboration.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*TIPI develops and implements hardware and software solutions for various industries.*

- Successfully managed the deployment of over 3,000 bodycams for the Colombian Police, ensuring compliance with government regulations.
- Led development and implementation of Bluetooth-enabled nurse call systems in multiple Colombian hospitals, enhancing patient care.
- Designed and implemented a patient flow tracking system for several clinics, improving operational efficiency.

#### **Technical Project Manager**

08/2012 - 12/2018

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

*IT Big Boss Software House creates SaaS solutions for various sectors.*

- Developed and deployed a POS system for over 1,000 small businesses, streamlining operations and increasing sales.
- Implemented comprehensive integrations with various payment gateways and hardware, simplifying processes for clients.
- Led the full SDLC for the POS system, consistently delivering on time and within budget.

## **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*Bodytech is a leading health and fitness center operator.*

- Managed the complete lifecycle for access control systems across 60+ locations, improving security.
- Led the implementation of Dynamics CRM & ERP, streamlining business operations and customer relationship management.
- Successfully managed the IT infrastructure, encompassing networking, telephony, and security across multiple locations.

## **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.