

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Program Manager with 10+ years of experience leading complex digital transformations and enterprise system implementations for global organizations. Expert in managing the full lifecycle of technology projects, including Salesforce CRM, AI-driven solutions, and cloud-based platforms. Excels at liaising between business stakeholders and technical partners to translate requirements into functional specifications, optimize workflows, and manage large-scale data migrations. A strategic leader skilled in steering cross-functional teams and vendors to deliver high-impact HR technology transformation projects.

KEY SKILLS

- **Enterprise Platform Implementation:** Salesforce CRM, Salesforce Service Cloud principles, ServiceNow HRSD principles, Microsoft Dynamics CRM, Full-Cycle HR Tech Implementation, Workflow Design, Knowledge Management, Content Migration
- **Project & Program Management:** SAFe, Scrum, Kanban, Waterfall, Stakeholder Management, Vendor Liaison, Risk Mitigation, Budget & Scope Control, Executive Reporting, Change Management
- **Technical & AI Expertise:** AI-driven Solutions, Generative AI, Cloud Platforms (AWS GCP), System Integration, API Utilization, Data Migration, SDLC, Business Requirements Translation
- **Certifications:** SAFe 6 Agilist, A-CSM, CSPO, Google Generative AI Leader, Google Project Management, AWS Cloud Technical Essentials
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Program Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. We leverage AI and software development to help organizations reinvent their industries and create exceptional experiences.

- Led the end-to-end Salesforce CRM implementation for Abastible, defining workflows for Sales, Commerce, and Marketing clouds to modernize enterprise-wide service delivery.
- Directed the integration of a Google AI Chatbot for Royal Caribbean, automating guest support and improving self-service capabilities for onboard digital services.
- Served as the primary liaison between C-level stakeholders, global teams (100+), and vendors, translating complex business needs into actionable technical roadmaps.
- Drove program performance for Dick's Sporting Goods by managing quarterly roadmaps and PI planning, achieving a 40% boost in e-commerce platform efficiency.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy specializing in cloud solutions, big data, and custom application development for the media and healthcare sectors.

- Orchestrated the development of media platforms for Concacaf, leading the migration of content and integrating AWS services to enhance live streaming capabilities.
- Led implementation of an imaging integration platform for healthcare clients, defining new workflows and migrating medical data from legacy systems to AWS.
- Managed the creation of a voice-to-text application for healthcare professionals, improving documentation speed and reducing administrative workload for physicians during patient visits.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare asset management.

- Led the full SDLC for a bodycam and management software solution for law enforcement, translating stringent government requirements into functional technical specifications.
- Directed system deployment and operations for over 3,000 devices nationally, managing software releases, firmware updates, and cross-functional team coordination.
- Implemented an RFID asset tracking system in multiple hospitals, defining workflows that improved equipment visibility and reduced patient service delays.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software-as-a-service (SaaS) provider delivering specialized point-of-sale (POS) and business management solutions for SMBs in the LATAM market.

- Managed the full SDLC and implementation of a SaaS POS system for over 1,000 businesses, overseeing integrations with multiple third-party services.
- Led the technical team hands-on through coding, code reviews, and releases, ensuring high-quality delivery and adherence to project timelines and budget.
- Directed the operations and support workflow, establishing protocols that improved issue resolution times and increased customer satisfaction scores for our user base.

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.