SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience leading complex infrastructure, cloud migration, and application development projects across industries including Healthcare. Expert in financial oversight, risk mitigation, and enterprise-wide stakeholder engagement. Skilled in hybrid methodologies to deliver projects on time and within budget, with a focus on security and operational excellence.

KEY SKILLS

- **Project & Financial Management**: Project Lifecycle Management, Budgetary Oversight, Financial Reporting, Resource Planning, Staffing, Vendor Management, PMP/PMI Practices.
- **IT Infrastructure & Cloud Technologies**: Cloud Migration (AWS, GCP), Datacenter Operations, Application Development (SDLC), Cybersecurity, SaaS, IaaS, PaaS, System Integration.
- **Risk & Stakeholder Management**: Executive Reporting (C-Level), Risk Mitigation & Register Management, Stakeholder Engagement, Cross-Functional Leadership, Strategic Communications.
- **Agile & Traditional Methodologies**: SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall, Hybrid Models, Jira, Confluence, Asana, MS Teams.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company focused on reinventing businesses through innovative technology solutions, specializing in AI-driven software development and large-scale digital transformation.

- Led a portfolio of technology projects for Royal Caribbean, including an AI chatbot and cloud-based guest apps, ensuring on-time delivery for cross-functional teams.
- Managed project financials and mitigated risks for Dick's Sporting Goods' e-commerce platform, improving web performance by 40% through adaptive quarterly roadmaps.
- Directed a major datacenter migration to GCP for Banco de Chile, overseeing a team of 100+ and ensuring secure, compliant delivery of data platforms.

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

A software development firm delivering custom technology solutions for media, sports, and healthcare sectors, specializing in cloud services, big data, and mobile applications.

- Managed delivery of AWS cloud-based streaming services for Concacaf, integrating multiple data sources and ensuring high availability for live global media events.
- Oversaw the full project lifecycle for healthcare clients, implementing AWS-based voice-to-text and medical imaging solutions, improving physician workflow and data accessibility.
- Led project planning, budgeting, and resource staffing for 10+ person teams, consistently delivering fixed-price projects on time and establishing long-term support protocols.

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

A technology company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety, law enforcement, and healthcare sectors.

- Led the end-to-end SDLC for a bodycam solution for the Colombian Police, including firmware, cloud management software, and secure data handling protocols.

- Managed deployment and operations for over 3,000 bodycams, establishing infrastructure and workflows that ensured 99% system uptime and data integrity under strict regulation.
- Delivered a SaaS nurse call system for multiple hospitals, integrating RFID/Bluetooth hardware to improve asset tracking and cut patient response times by 30%.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider developing comprehensive POS and business management software for small to medium-sized businesses in the restaurant, fitness, and retail industries.
- Directed the full SDLC for a SaaS POS platform, leading a 30-person team and driving adoption for over 1,000 businesses across Latin America.
- Engineered complex system integrations for payment processing, biometrics, and accounting software, enhancing product functionality and expanding market reach for the POS solution.
- Led technical operations and support workflows, defining processes that reduced ticket resolution time by 25% and ensured high system reliability for all users.

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 internal technology and operations platform.
- Managed technology infrastructure for 60+ sites, overseeing networking, security access control, CCTV, and service desk operations to ensure 99.9% business continuity.
- Led the technical implementation of Microsoft Dynamics CRM & ERP systems, managing the full project lifecycle to centralize billing and member management operations.
- Directed the SDLC for proprietary CRM and billing software, which automated recurring payments and contributed to a 15% increase in member retention.

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.