SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Program Manager and certified Scrum Master with 10+ years of experience leading complex, large-scale digital transformations across global teams. Expert in Agile (SAFe, Scrum) and traditional methodologies, managing projects on platforms like AWS, GCP, and Salesforce. Excels in stakeholder management, leading technical discussions, and overseeing full project lifecycles from RFP to delivery. Adept at steering high-impact initiatives and driving organizational goals in dynamic, multi-stakeholder environments.

KEY SKILLS

- **Program & Project Leadership**: Large-Scale & Complex Project Management, Cross-Functional Stakeholder Management, RFP & Proposal Development, Financial & Budget Oversight, Risk Management.
- **Agile Methodologies & Execution**: SAFe, Scrum of Scrums, Scrum, Kanban; Certified SAFe 6, A-CSM, CSM, CSPO.
- **Technical & Platform Acumen**: Cloud Platforms (AWS, GCP), SDLC Management, System Integration, AI & Generative AI Solutions, Enterprise Systems (Salesforce, AEM, SAP).
- **Project Management Tools**: Jira, Confluence, MS Teams, Slack, Asana, Azure DevOps.

PROFESSIONAL EXPERIENCE

Technical Project Manager & Scrum Master   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native company reinventing businesses through innovative technology solutions, leveraging AI and software development to help organizations thrive in a fast-changing world.

- Led program delivery for Royal Caribbean's guest apps, managing global teams to launch features like an AI chatbot, significantly improving onboard guest engagement.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by spearheading Core Web Vitals initiatives across a 30+ person distributed team.
- Directed a 150+ member team for Banco de Chile, implementing Scrum of Scrums to manage complex data, mobile, and metaverse platform projects.

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

A software consulting firm specializing in custom solutions for media, sports, and healthcare, leveraging cloud services and big data to deliver impactful digital products.

- Managed end-to-end development of media platforms for Concacaf, launching AWS-based streaming and news services that increased fan access to live content.
- Led development of healthcare imaging and data integration solutions for multiple clinics, enabling voice-to-text assisted procedures and improving clinical communication speed.
- Staffed and directed cross-functional teams of 10+ engineers, implementing Scrum to deliver complex fixed-price projects on time and within defined budgets.

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

A technology company developing integrated hardware and software solutions for public safety and healthcare, focusing on IoT, real-time data, and embedded systems.

- Led the full SDLC and deployment of 3,000+ bodycam devices for the Colombian Police, delivering a mission-critical system on-time under government contract regulations.
- Directed technical teams hands-on, leading development in Java and Android to create a secure management platform for law enforcement evidence and surveillance.

- Implemented IoT solutions in 10+ hospitals, integrating RFID asset tracking and nurse call systems to enhance patient safety 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 for small to medium-sized businesses in the retail, fitness, and service industries.
- Directed the entire product SDLC, growing the SaaS platform to serve over 1,000 small businesses and increasing market penetration across Latin America.
- Led development and integration of payment processing, inventory, and CRM features, which automated billing and reduced data entry time for clients.
- Managed a 30+ person on-site team and provided hands-on technical leadership in .NET and SQL Server to continuously enhance the core product.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, focused on delivering premium wellness experiences through technology-driven services and club management.
- Managed technology infrastructure expansion across 60+ sites in three countries, implementing networking and security systems to support rapid business growth and uptime.
- Led the life cycle for the company's CRM, billing, and access control software, which automated operations and increased member retention by 15%.
- Directed the IT service desk and operational support, implementing Dynamics CRM & ERP systems to streamline business processes across the entire organization.

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.