

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Scrum Master with 10+ years of experience leading Agile delivery of complex data, automation, and BI/analytics projects. Expert in Scrum, SAFe, and Kanban, bridging technical and non-technical stakeholders to drive outcomes. Skilled in tracking velocity, throughput, and adoption metrics to foster continuous improvement and quality.

### **KEY SKILLS**

- **Agile & Delivery Leadership:** Scrum, SAFe, Kanban, Sprint Planning, Retrospectives, Impediment Removal, Release Management.
- **Data & Automation Expertise:** BI/Analytics, Datawarehouse, Data Ingestion, AI Test Automation, Cloud Data Services (AWS, GCP).
- **Performance & Quality Management:** Metric Tracking (Velocity, Throughput), KPI & OKR Reporting, Quality Assurance, Change Management.
- **Stakeholder & Team Enablement:** Stakeholder Communication, C-Level Reporting, Conflict Resolution, Team Coaching, Cross-Functional Facilitation.

### **PROFESSIONAL EXPERIENCE**

#### **Scrum Master**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company reinventing business through innovative technology solutions, specializing in AI-driven software development and global delivery at scale.*

- Led Agile ceremonies for a data-intensive banking project, delivering Power BI dashboards and a datawarehouse, improving data accessibility for business stakeholders.
- Drove a 40% e-commerce performance boost for Dick's Sporting Goods by implementing an AI test automation framework and optimizing Core Web Vitals.
- Managed delivery for Royal Caribbean's AI chatbot, tracking adoption metrics and coordinating releases across three global teams to enhance guest services.

#### **Scrum Master**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm delivering custom cloud-based solutions in media and healthcare, focused on data analytics, streaming services, and process automation.*

- Delivered a media and data analytics platform for Concacaf using AWS data services, enabling real-time streaming and statistical reporting for championships.
- Implemented an automated voice-to-text solution for healthcare clients, using AWS Polly to transcribe procedures, improving documentation speed and accuracy for clinicians.
- Led delivery of a medical imaging integration project, automating data transfer from devices to AWS, which reduced patient data processing times.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions for public safety and healthcare, specializing in IoT and data management systems.*

- Directed the delivery of a bodycam system for law enforcement, including data management software with automated, real-time facial recognition alerts.
- Managed release of automated docking stations that updated firmware and offloaded data for 3,000+ bodycams, ensuring fleet-wide compliance and reliability.
- Led an automation project integrating RFID asset tracking with a patient flow dashboard, improving operational visibility and resource management in hospitals.

## **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider offering a comprehensive POS platform for small businesses in retail and fitness, integrating payments, inventory, and customer management.*

- Spearheaded the full SDLC for a SaaS POS solution, successfully deploying it to over 1,000 small businesses across Latin America.
- Drove integration of automated billing and reporting features into the core product, reducing manual data entry time by 50% for business owners.
- Managed the development of an inventory management automation module, helping restaurant clients optimize stock levels and reduce food waste by 15%.

## **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on delivering exceptional member experiences through technology-driven services and operations.*

- Led the implementation of an automated access control system with biometrics across 60+ locations, improving security and member check-in speed.
- Directed the Dynamics CRM & ERP implementation, automating billing and member management, which contributed to a 10% increase in member retention.
- Established the IT Service Desk, implementing a ticketing system that improved internal support ticket resolution rate by 30% and boosted system uptime.

## **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.