

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Program Manager with 10+ years of experience leading global teams and complex go-to-channel initiatives across Retail, Hospitality, and Technology sectors. Expert in driving product launches, from AI-driven digital experiences to consumer hardware, for brands like Royal Caribbean and Dick's Sporting Goods. Skilled in Agile (SAFe, Scrum) and strategic planning methodologies, with strengths in end-to-end execution, C-level reporting, and financial oversight to accelerate sales growth and market velocity.

KEY SKILLS

- **Go-to-Channel & Program Management:** Strategic Planning, Product Launch, Channel Enablement, Risk Management, KPI & OKR Tracking
- **Methodologies & Frameworks:** SAFe, Scrum of Scrums, Kanban, Hybrid Waterfall, SDLC, PMP/PMI Practices
- **Stakeholder & Team Leadership:** Executive Reporting (RAG), Cross-Functional Alignment, Global Team Management (100+), Change Management
- **Technologies & Platforms:** Cloud (AWS, GCP), AI/GenAI Solutions, Jira, Confluence, Consumer Electronics, CRM/ERP

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to help organizations reinvent their businesses and industries through end-to-end software development solutions.

- Led go-to-channel strategy for Royal Caribbean's guest apps, launching AI chatbots and digital concierge services, enhancing customer engagement and onboard sales opportunities.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by optimizing Core Web Vitals, directly boosting sales velocity and customer experience.
- Managed portfolio execution for financial and retail clients, using SAFe PI planning to align roadmaps with C-level goals and ensure on-time product launches.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in creating custom solutions using cloud services, big data, and AI for media, sports, and healthcare industries.

- Launched a media streaming platform for Concacaf, integrating AWS services to deliver live matches and news, expanding their digital footprint and fan engagement.
- Directed the go-to-market plan for a voice-to-text AI application for healthcare, improving clinical documentation efficiency and reducing physician data entry time.
- Implemented end-to-end project lifecycle management for multiple fixed-price contracts, consistently delivering products on-time and within budget, ensuring client satisfaction and profitability.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare operational efficiency.

- Managed the end-to-end product launch of 3,000+ bodycam devices for law enforcement, overseeing firmware, software, and operations for successful city-wide deployment.

- Led the development and go-to-channel for a nurse call system in 10+ hospitals, improving patient care response times through integrated hardware and software.
- Defined and executed project plans based on government contracts, ensuring strict compliance with regulations and delivering critical public safety technology on schedule.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider offering POS and business management software tailored for small to medium-sized businesses in the retail, fitness, and beauty sectors.

- Spearheaded the full SDLC and market rollout for a POS SaaS platform, successfully deploying to over 1,000 small businesses across Latin America.
- Integrated third-party hardware like biometric scanners and payment terminals into the POS system, expanding channel capabilities and increasing product adoption rates.
- Led a 30-person team in a hybrid environment, managing the product roadmap and release schedule to meet evolving B2B customer needs and market demands.

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 facilities.

- Managed technology infrastructure and platform rollout across 60+ sites, implementing access control and billing systems that supported rapid business expansion and security.
- Led the implementation of Dynamics CRM & ERP, optimizing sales and operational processes, which enhanced member management and increased retention by 15%.
- Established the IT Service Desk from the ground up, creating scalable support processes and improving system uptime and internal user satisfaction scores.

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.