

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex infrastructure and digital transformation projects across regulated industries. Expert in managing end-to-end project lifecycles, from strategic planning and site development coordination to regulatory compliance and execution. Proficient in MS Project, Excel, and Agile/Waterfall methodologies, with a focus on driving on-time, on-budget delivery through meticulous stakeholder management and clear executive reporting.

KEY SKILLS

- **Project & Program Management:** End-to-End Lifecycle Planning, Budget & Schedule Control, Risk Management, Stakeholder Reporting, Strategic Execution.
- **Infrastructure & Regulatory Coordination:** Site Development Coordination, Permitting Process Management, Regulatory Compliance, Government Agency Liaison.
- **Methodologies & Tools:** Waterfall, Agile (SAFe, Scrum, Kanban), Hybrid Models; MS Project, Smartsheet, Excel, Jira, Confluence.
- **Industry Acumen:** Public Safety, Healthcare Infrastructure, Retail, Finance, Travel/Hospitality, Media.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses through custom software development and strategic solutions for global enterprises.

- Directed large-scale programs for clients like Royal Caribbean, managing project lifecycles, budgets, and cross-functional teams to ensure on-time delivery of complex digital products.
- Led quarterly roadmap execution for Dick's Sporting Goods' e-commerce platform, improving digital performance by 40% through adaptive project management and PI Planning.
- Orchestrated project execution across banking and retail portfolios, translating complex requirements into actionable plans and providing clear RAG status reports to C-level stakeholders.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A specialized software consultancy delivering custom cloud-based solutions, big data analytics, and media streaming services for sports federations and healthcare organizations.

- Managed the full project lifecycle for Concacaf's media platform, coordinating with multiple stakeholders to deliver streaming services and news centers on schedule.
- Led development of AWS-based healthcare solutions, managing data integration for multiple clinics, improving physician access to critical patient data and procedure information.
- Oversaw project planning, staffing, and execution for fixed-price contracts, ensuring data handling compliance and successful production deployment with hyper-care support.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm specializing in integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Led a project for the Colombian Police to deliver a 3,000-unit bodycam system, managing hardware deployment and software development per government regulations.

- Directed the end-to-end lifecycle for law enforcement solutions, coordinating operations and support to ensure compliance with strict government contractual requirements and on-time delivery.
- Managed implementation of asset tracking and communication systems in 10+ hospitals, overseeing both software integration and on-site hardware installation, improving staff communication speed.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering comprehensive POS and business management software for over 1,000 small businesses in the retail, fitness, and hospitality industries.

- Led the full software development lifecycle for a flagship SaaS product, integrating hardware like printers, turnstiles, and payment devices for diverse clients.
- Directed product implementation for over 1,000 businesses, ensuring systems met specific operational needs, which automated billing and reduced data entry time.
- Managed a team of 30+ and oversaw technical operations, including customer support workflows and releases, ensuring high system uptime and customer satisfaction.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 locations across multiple countries with a focus on member experience.

- Managed IT infrastructure planning and deployment across 60+ new sites in Colombia, Peru, and Chile, including networking, security, and CCTV systems.
- Led the lifecycle for a custom access control system, integrating software with physical turnstiles and biometrics, improving security and member retention.
- Directed the company-wide implementation of Dynamics CRM & ERP systems, coordinating with stakeholders to streamline business operations and improve IT ticket resolution rates.

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.