SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading global teams and delivering complex product initiatives across finance, retail, and travel. Expert in AI-driven solutions, cross-functional execution, strategic planning, and roadmap management. Master of Agile (SAFe, Scrum) and hybrid methodologies, with strengths in C-level reporting, KPI management, and driving data-informed decisions to achieve business goals.

KEY SKILLS

- **Project & Product Leadership**: Cross-Functional Execution, Strategic Planning, Roadmap Management, Stakeholder Communications, KPI & OKR Reporting, Risk Management.
- **Methodologies & Frameworks**: Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, Scrum of Scrums, Lean Principles.
- **Technical & Platform Acumen**: Jira, Confluence, Cloud Platforms (AWS, GCP), SDLC, API Integration, AI & Generative AI Solutions, Data Migration.
- **Business Operations**: RFP Analysis & Proposals, Budget & Financial Oversight, Resource Staffing & Management, Process Improvement, Software Capitalization Reporting.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses and deliver scalable, end-to-end software development solutions globally.

- Led cross-functional execution for Royal Caribbean, launching an AI chatbot and guest app features by coordinating product, engineering, and global teams.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by managing quarterly roadmaps, KPIs, and adaptive resource planning across 30+ engineers.
- Directed program delivery for banking and retail clients, owning C-level reporting, budget oversight, and roadmap prioritization for portfolios exceeding 100+ personnel.

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

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

- Managed the end-to-end delivery of a media streaming platform for Concacaf, integrating AWS services and coordinating with stakeholders to achieve a successful launch.
- Led the development of a voice-to-text application for healthcare clients, improving physician workflow efficiency and ensuring data compliance through AWS integration.
- Implemented Scrum methodologies for hybrid remote teams, defining KPIs and streamlining project delivery for multiple fixed-price contracts to ensure 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 sectors.

- Led the full SDLC for a bodycam system for the Colombian Police, delivering a compliant solution for over 3,000 devices under government contracts.
- Directed the development and deployment of an asset tracking and nurse call system, increasing operational efficiency and communication speed across 10+ hospitals.

- Provided hands-on technical leadership, including code reviews and release management, to ensure product quality and on-time delivery for complex hardware/software integrations.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider offering a comprehensive POS platform with integrated business management tools for over 1,000 small businesses in the retail and wellness sectors.
- Owned the entire product lifecycle for a flagship POS SaaS solution, driving adoption by over 1,000 small businesses and achieving sustained market growth.
- Led a 30-person team in a hybrid environment, managing all technical aspects from code releases to customer operations, reducing data entry time.
- Engineered integrations with payment processors and biometric devices, enhancing product value and increasing customer retention by 25% through expanded features.

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 and operations across 60+ sites, leading the IT service desk to achieve a 98% system uptime for all business operations.
- Led the full implementation of Dynamics CRM & ERP systems, automating billing and centralizing member data, which significantly increased member retention rates.
- Directed development of a custom access control system with biometrics, streamlining member check-in and reducing entry friction by 50% across all locations.

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.