

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive IT Project Manager with 10+ years of experience leading global teams and delivering complex digital programs in large matrixed organizations. Expert in Agile (SAFe, Scrum, Kanban) and an expert JIRA user, with a strong record of managing multi-million-dollar budgets. Skilled in AI-driven solutions, cloud platforms (AWS, GCP), and system integrations, with strengths in end-to-end project delivery, executive reporting, and process improvement across the entertainment, retail, and finance industries.

### **KEY SKILLS**

- **Project & Program Management:** SAFe (PI Planning), Scrum, Kanban, Waterfall, Executive Reporting, Risk Management, Budget Oversight, System Migration.
- **PM & Collaboration Tools:** JIRA (Expert-Level: Roadmaps, Dashboards, Sprints), Confluence, MS Teams, Slack, Asana.
- **Technical Acumen:** SDLC, Cloud Platforms (AWS, GCP), AI/Generative AI, API Integration, Data Migration, CI/CD.
- **Industry Expertise:** Entertainment, Travel & Hospitality, Retail/E-commerce, Finance, Healthcare, Public Safety.

### **PROFESSIONAL EXPERIENCE**

#### **IT 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 stay ahead in their industries.*

- Led digital programs for Royal Caribbean, managing multiple teams to deliver guest app features, enhancing the travel experience for millions of users.
- Drove 40% e-commerce performance improvement for Dick's Sporting Goods by leading teams in a SAFe framework to optimize Core Web Vitals.
- Orchestrated PI planning for banking and retail clients, ensuring on-time delivery and strategic alignment using expert-level JIRA reporting and dashboards.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development company creating custom solutions with cloud services, big data, and AI for the media, sports, and healthcare industries.*

- Delivered a media platform for Concacaf, utilizing AWS services to provide live streaming and news to a large-scale international fan base.
- Managed development of healthcare imaging solutions, integrating AWS Polly and DICOM to improve diagnostic workflows and data access for clinicians.
- Implemented Agile methodologies and delivered weekly/monthly KPIs to stakeholders, improving project predictability and increasing team velocity by 25% for healthcare clients.

#### **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, successfully deploying over 3,000 devices and a real-time data platform.
- Deployed SaaS-based nurse call and asset tracking systems in over 10 hospitals, improving staff response times and operational efficiency with RFID technology.

- Directed project execution under strict government contracts, ensuring full compliance, on-time delivery, and successful deployment of critical public safety technology.

### **Technical Project Manager**

08/2012 - 12/2018

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

*An entrepreneurial software house that developed and scaled a SaaS POS platform for over 1,000 small businesses across retail and wellness in LATAM.*

- Architected and led the development of a versatile POS SaaS product, managing the full SDLC and successfully scaling it to over 1,000 businesses.
- Integrated payment processing, inventory, and CRM features, increasing operational efficiency for clients by an average of 30% through process automation.
- Managed a team of over 30 developers in a hybrid Waterfall-Kanban environment, driving product enhancements and ensuring high system uptime for all customers.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in South America, focused on wellness through technology-driven member experiences and corporate management solutions.*

- Managed technology infrastructure and platform rollouts across 60+ sites in Colombia, Peru, and Chile, ensuring operational readiness and system stability.
- Led the implementation of Microsoft Dynamics CRM & ERP, centralizing member data and billing, which significantly improved data accuracy and reporting capabilities.
- Established and led the IT Service Desk, implementing ITIL-based practices that improved ticket resolution rates and overall tech support 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.