

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience leading complex, enterprise-level digital and technology programs for global entertainment, retail, and finance clients. Expert in SAFe and advanced JIRA utilization for roadmap execution and executive reporting. Specializes in managing multi-million dollar projects, large-scale system migrations, and AI-driven solutions, consistently delivering on strategic goals.

KEY SKILLS

- **Program & Portfolio Management:** Enterprise Program Leadership, Multi-Project Coordination, Executive Reporting, Risk Management, Budget Oversight, Data & System Migration, Process Improvement.
- **Agile Methodologies & Frameworks:** Scaled Agile Framework (SAFe), PI Planning, Scrum of Scrums, Scrum, Kanban, Story Point Sizing, Hybrid Waterfall/Agile.
- **Project Management Software:** JIRA (Expert-Level: Roadmaps, Dashboards, Advanced Queries), Confluence, MS Teams, Slack, Asana, Azure DevOps.
- **Technology & Industry Domains:** Cloud (AWS, GCP), AI Solutions (Chatbots, GenAI), SDLC, E-commerce, Entertainment, Finance, Healthcare, Retail.

PROFESSIONAL EXPERIENCE

IT Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions, specializing in AI, cloud, and end-to-end software development for global enterprises.

- Led a digital program for Royal Caribbean, overseeing 3 teams using SAFe and JIRA to launch AI chatbots and guest apps, increasing user engagement.
- Drove e-commerce platform enhancements for Dick's Sporting Goods, improving Core Web Vitals performance by 40% through adaptive Scrum of Scrums management.
- Directed a 100+ person program for Banco de Chile, establishing a Scrum of Scrums framework and leading 5 scrum masters for a data migration.

IT Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm creating high-impact digital products, specializing in cloud-native applications, big data solutions, and media streaming services for diverse clients.

- Delivered media and streaming apps for Concacaf, managing the full project lifecycle on AWS, resulting in a successful launch for major soccer championships.
- Led development of a voice-to-text application for healthcare clients, integrating AWS AI services to automate clinical documentation and reduce administrative time.
- Managed a complex data integration project, transferring medical imaging data to AWS cloud, ensuring HL7 and DICOM compliance for multiple hospital systems.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company providing integrated hardware and software solutions for public safety and healthcare, specializing in IoT devices, real-time data, and management platforms.

- Led the end-to-end development of a bodycam system for the Colombian Police, successfully deploying over 3,000 devices and a central management platform.
- Implemented an RFID-based asset tracking and nurse call system across 10+ hospitals, improving operational efficiency and staff response times through real-time data.

- Directed the full SDLC for embedded Android firmware and a Java/Python-based management backend, leading code reviews and release management for government contracts.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider developing comprehensive POS and business management software for small and medium-sized businesses in the retail, fitness, and restaurant industries.

- Owned the entire SDLC for a SaaS POS product, leading development and scaling the platform to support over 1,000 small businesses across LATAM.
- Provided hands-on technical leadership, coding in .NET and managing SQL databases, while also leading code reviews to ensure high-quality software releases.
- Engineered multiple third-party integrations including payment processors and biometrics, expanding product functionality and increasing its market appeal for retail and fitness clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers in LATAM, dedicated to improving members' well-being through professional services and advanced technology infrastructure.

- Managed all IT infrastructure, including networking and security, across 60+ new sites in Colombia, Peru, and Chile, ensuring operational readiness for rapid expansion.
- Led the technical implementation of Microsoft Dynamics CRM & ERP systems, centralizing member data and billing, which improved service efficiency and member retention.
- Directed the SDLC for a proprietary CRM and access control system and established the IT Service Desk, improving both system uptime and user support.

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.