

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Versatile Technical Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations. Expert in AI-driven, cloud-based, and system integration solutions for industries including retail, finance, and hospitality. Strengths in adaptive, end-to-end project delivery and stakeholder communication.

KEY SKILLS

- **Program & Project Management:** End-to-End Execution, Risk & Dependency Management, Stakeholder Alignment, Quarterly & Annual Roadmapping, UAT Facilitation.
- **Agile Methodologies:** SAFe, Scrum of Scrums, Kanban, Hybrid Models; Expert in Agile ceremonies, coaching, and process excellence.
- **Technical & Platform Acumen:** SDLC, AI & GenAI Solutions, Cloud (AWS, GCP), System Integrations, Data Migration, Microservices Architecture.
- **Tools & Software:** Jira, Confluence, Asana, Lucidchart, MS Teams, Slack, Github.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions and AI, serving top global brands across various industries.

- Drove program performance for Royal Caribbean, launching AI chatbot and digital concierge features, improving guest satisfaction and onboard revenue through adaptive quarterly roadmaps.
- Led a +30-person team for Dick's Sporting Goods, improving e-commerce platform performance by 40% through targeted Core Web Vitals and agile delivery.
- Managed discovery, planning, and execution for complex, multi-team financial and retail initiatives, ensuring on-time delivery and alignment with strategic business goals.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company with deep engineering know-how, delivering scalable architecture and intuitive interfaces with a focus on sports, media, and healthcare.

- Directed the end-to-end delivery of a media streaming platform for Concacaf, leveraging AWS services to increase fan engagement and create new revenue streams.
- Led the development of a voice-to-text application for healthcare professionals, significantly reducing documentation time and improving clinical workflow efficiency.
- Managed the integration of medical imaging data (DICOM) to AWS for multiple clinics, improving data accessibility for patient portals and 3D visualization.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An innovation and technology company building a safer, more efficient world with solutions for public safety and smart cities.

- Led the full SDLC for a bodycam and evidence management system for the Colombian Police, deploying over 3,000 devices and improving operational transparency.
- Directed hardware and software development for a real-time asset tracking solution in hospitals, improving patient flow and reducing equipment loss.
- Managed development and operations for an integrated nurse call system, enhancing communication speed and patient care quality across multiple healthcare facilities.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software house creating custom SaaS POS solutions for the fitness, retail, and restaurant industries, focusing on improving productivity and competitive advantage.

- Led the software development life cycle for a POS product, successfully implementing the solution for over 1,000 small businesses across Latin America.
- Directed the technical team in coding, quality assurance, and release management, reducing time-to-market for new features and custom integrations.
- Oversaw the operations and support workflow, achieving high customer retention through reliable service and continuous product improvement for a diverse client base.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

The leading fitness chain in the Andean region, operating over 140 health clubs that provide holistic fitness, wellness, and medical services.

- Managed the complete life cycle of the access control system, including software, turnstiles, and biometrics, across 60+ sites in three countries.
- Led the technical implementation of Dynamics CRM and ERP systems, streamlining business operations and improving data-driven decision-making for a 270,000+ member base.
- Established and directed the IT service desk, implementing support protocols that improved system uptime and staff productivity across the international organization.

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.