

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Management professional with 10+ years of experience delivering complex digital transformations across diverse industries including finance, healthcare, retail, and energy. Expert in vendor management, AI integration, and achieving optimal customer satisfaction.

### **KEY SKILLS**

- **Project Management Expertise:** Project lifecycles, scope definition, risk management, budget control, stakeholder management, Agile (SAFe, Scrum, Kanban), Waterfall, PMP
- **Technology & Platforms:** AI integration, cloud platforms (AWS, GCP, Azure), software development (SDLC), data migration, system integrations
- **Vendor & Support Management:** Vendor performance management, SLA/SLO adherence, issue resolution, process improvement, communication, cross-functional collaboration
- **Certifications:** SAFe 6 Agilist, A-CSM, Google Cloud Digital Leader

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A global, digitally native company that offers innovative technology solutions across a wide range of industries, leveraging AI and cutting-edge software development.*

- Led a 100+ person team delivering an AI-powered guest app for Royal Caribbean, ensuring on-time delivery and exceeding customer satisfaction metrics.
- Managed complex technical integrations, utilizing AI Chatbots and diverse technologies (React, React Native, Java, Spring Boot, and more), resulting in a seamless user experience.
- Drove program performance and cost efficiency across client portfolios, including Dick's Sporting Goods, achieving a 40% boost in digital platform efficiency.
- Successfully managed multiple concurrent projects, delivering results within budget and scope across various methodologies (SAFe, Scrum, Kanban).

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A technology company focused on delivering innovative solutions in the healthcare and media industries, using cloud services and Big Data.*

- Developed and launched a cloud-based healthcare platform, leveraging AWS services (Polly, DynamoDB, Athena), leading to a 15% improvement in operational efficiency.
- Successfully managed vendor relationships and integrations, ensuring on-time delivery and within budget for multiple healthcare clients.
- Implemented and supported mission-critical systems for major healthcare providers, exceeding key performance indicators (KPIs).

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*A technology solutions provider specializing in hardware and software integration for diverse sectors.*

- Successfully led the development and deployment of a bodycam system for the Colombian Police, managing a team of 10+ and meeting stringent government contract requirements.
- Managed the complete software development lifecycle (SDLC) for hardware and software components, including Android development, web applications and backend infrastructure.
- Delivered robust support for 3000+ bodycams across various locations, ensuring seamless functionality and efficient operations.

## **Technical Project Manager**

08/2012 - 12/2018

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

*A software house creating SaaS solutions, focusing on POS systems and retail applications.*

- Led the complete SDLC for a POS system, resulting in its successful implementation across 1000+ small businesses in Latin America.
- Managed a 30+ person team, ensuring successful project delivery and client satisfaction across various platforms and technologies (.Net, SQL Server, Android).
- Provided ongoing support and maintenance, ensuring system uptime and continuous improvement.

## **PROFESSIONAL DEVELOPMENT**

### **Certified SAFe 6 Agilist**

01/2025

Scaled Agile, Inc

### **Advanced Certified ScrumMaster (A-CSM)**

08/2024

Scrum Alliance

### **Certified Scrum Product Owner (CSPO)**

09/2023

Scrum Alliance

### **Certified ScrumMaster (CSM)**

07/2022

Scrum Alliance

## **EDUCATION**

### **Bachelor of Science (B.S.), Computer Engineering**

12/2005

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

*A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.*

### **Graduate Certificate, Technology Management**

12/2008

EAN University, Bogota, Colombia

*A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.*