SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years leading platform evaluations and digital transformations in regulated industries like Finance and Healthcare. Expert in full-cycle project management (RFP to implementation), vendor analysis, and executive reporting. Skilled in Agile (SAFe, Scrum) and Waterfall methodologies to drive core system modernization.

KEY SKILLS

- **Project & Platform Management**: Platform Evaluation & Selection, RFI/RFP Management, Vendor Engagement, Business Case Development, Executive Reporting, Transformation Roadmapping, Risk Management.
- **Methodologies & Frameworks**: SAFe 6, Scrum, Kanban, Scrum of Scrums, Waterfall, Hybrid Models.
- **Industry & Domain Expertise**: Financial Services, Healthcare Technology, E-commerce & Retail, Travel & Hospitality, Public Safety, SaaS Platforms.
- **Tools & Technologies**: Jira, Confluence, MS Teams, Slack, AWS, GCP, Salesforce CRM, Dynamics CRM, AI/GenAI Solutions.

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions, focusing on AI-powered software development and consulting to reinvent industries and drive client transformation.

- Spearheaded a financial institution's core systems modernization, including a data center migration to GCP, leading to enhanced data capabilities and operational efficiency.
- Directed RFP analysis and proposal creation for complex technology initiatives, securing key contracts and aligning solutions with executive-level strategic goals for multiple clients.
- Managed portfolios for clients like Royal Caribbean, leading global teams of over 100 to deliver AI chatbots and enhance digital guest experience platforms.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native solutions and custom applications for the media, sports, and healthcare industries.

- Led end-to-end product delivery for Concacaf, from RFP and proposal to the successful implementation of AWS-based media streaming platforms for millions of users.
- Orchestrated the development of an AWS Polly voice-to-text application for healthcare, improving clinical documentation efficiency and accuracy for multiple hospital clients.
- Defined and staffed technical teams, implementing Scrum methodologies to deliver complex data integration and visualization tools on time and within fixed-price budgets.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering integrated hardware-software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Directed the project lifecycle for a law enforcement bodycam solution under a government contract, ensuring strict compliance and the successful deployment of 3,000+ devices.
- Engineered the integration of custom RFID devices with hospital management systems, enhancing asset tracking and improving patient-to-staff communication speed.

- Led development teams hands-on, managing the SDLC for embedded firmware and web applications to deliver a cohesive, end-to-end technology platform for clients.

Technical Project Manager 08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering a comprehensive POS and business management platform for small and medium-sized businesses in the retail and service industries.
- Architected and led the SDLC for a SaaS POS platform, successfully implementing the solution for over 1,000 small businesses across Latin America.
- Managed complex third-party integrations, including payment processors, accounting software, and biometric hardware, creating a versatile and scalable core business system.
- Drove product adoption and customer retention by continuously enhancing the core platform's features, directly contributing to the company's growth and market position.

IT Manager 07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 sites across multiple countries with a focus on member experience technology.
- Led the company-wide implementation of Microsoft Dynamics CRM & ERP, managing the full lifecycle from system selection and vendor negotiation to deployment and adoption.
- Managed the technology infrastructure and IT service desk across 60+ locations in three countries, achieving high system uptime and improving operational support.
- Directed the SDLC for the company's proprietary CRM and billing software, which automated billing processes and significantly improved member data management.

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.