SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience leading complex enterprise projects and large-scale digital transformations. Expert in driving acquisition-led growth through the seamless integration of systems, processes, and cross-functional teams across global enterprises. Skilled in Agile, Lean, and Hybrid methodologies to deliver strategic initiatives and report to executive leadership.

KEY SKILLS

- **Project & Portfolio Management**: Strategic Planning, Enterprise Project Leadership, Budget & Cost Control, Risk Management, Executive Reporting (RAG Status), KPI & OKR Tracking, RFP Analysis.
- **M&A & Systems Integration**: Technology & Process Integration, Due Diligence Support, Stakeholder Management, Cross-Functional Team Alignment, Change Management, Cultural Integration.
- **Agile & Lean Methodologies**: SAFe, Scrum, Kanban, Scrum of Scrums, Lean Principles, Hybrid & Waterfall Models, Continuous Improvement, PI Planning.
- **Technologies & Platforms**: Cloud (AWS, GCP), AI/Generative AI, SDLC, CI/CD, Jira, Confluence, AEM, Salesforce, ERP/CRM, Data Migration.

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Focuses on AI-powered software development and consulting to help organizations reinvent their industries and scale.

- Led large-scale system integrations for Royal Caribbean, launching AI chatbots and digital services, enhancing guest experience and driving ancillary onboard revenue.
- Managed portfolio for Dick's Sporting Goods, improving e-commerce platform performance by 40% through adaptive quarterly roadmaps and Core Web Vitals initiatives.
- Directed a 150-person team for Banco de Chile's datacenter migration to GCP, ensuring seamless transition and alignment with strategic technology goals.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A technology consultancy specializing in custom software, cloud services, and big data solutions for the media, sports, and healthcare industries.

- Delivered a media platform for Concacaf using AWS services, enabling live streaming and fan engagement for major championships across the region.
- Oversaw development of an AWS Polly-based voice-to-text application, improving clinical documentation efficiency and accuracy for healthcare professionals at multiple clinics.
- Spearheaded integration of medical imaging data (DICOM) to AWS for multiple hospitals, improving physician access to critical patient information and diagnoses.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.

Provider of integrated hardware and software solutions, specializing in IoT, real-time data, and custom applications for public safety and healthcare sectors.

- Led end-to-end delivery of an integrated bodycam/software solution for the Colombian Police, deploying 3,000+ devices to improve officer and public safety.

- Managed full SDLC for a SaaS-based nurse call system, implemented across 10+ hospitals to reduce patient wait times and improve care coordination.
- Directed system integrations with hospital patient data systems using HL7 V2, enabling real-time surgery tracking and enhancing operational visibility.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider developing point-of-sale (POS) and business management software tailored for small and medium-sized businesses in retail and fitness.
- Led the full SDLC for a SaaS POS product, scaling the platform to support over 1,000 small businesses across Latin America.
- Engineered complex integrations with third-party accounting, payment, and biometric systems, creating a unified and automated business management solution for clients.
- Drove product adoption by delivering customized solutions for fitness centers, increasing member retention and streamlining billing and access control operations.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across Latin America, committed to promoting wellness through medical and athletic services.
- Managed the full technology infrastructure lifecycle across 60+ sites in three countries, ensuring high system uptime and operational stability during rapid expansion.
- Led the enterprise-wide implementation and integration of Microsoft Dynamics CRM & ERP, unifying sales, operations, and billing processes for improved efficiency.
- Established the company's IT Service Desk from the ground up, implementing support protocols that improved ticket resolution rates and employee satisfaction.

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.