SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Program Manager with 10+ years of experience leading complex, enterprise-wide strategic initiatives across healthcare, finance, and retail. Expert in translating strategy into execution for global programs, managing budgets, and aligning C-suite stakeholders. Excels at establishing governance in matrixed environments, driving clarity through KPIs and data-driven reporting, and delivering readiness for large-scale technology and business transformations. Deep proficiency in Jira, MS 365, and advanced Excel for managing dependencies and critical paths.

KEY SKILLS

- **Program & Project Leadership**: Enterprise Program Management, Strategy Execution, Stakeholder Alignment, Budget Management, Risk & Dependency Management, Governance (RAID, Change Control), Global Teams (100+)
- **Methodologies & Frameworks**: SAFe, Scrum, Kanban, Waterfall, Hybrid Models, SDLC, Change Management, Benefits Realization
- **Business Domains & Technologies**: Healthcare, Financial Services, Retail, Travel, Public Safety, M&A Integration Concepts, AI Solutions, Cloud Platforms (AWS, GCP)
- **Tools & Certifications**: Jira, Confluence, SharePoint, MS 365, Advanced Excel, SAFe 6, A-CSM, CSPO, Google Cloud, AWS Essentials
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Senior Program Manager 08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native company reinventing business through innovative technology and AI-powered solutions, providing scalable software development and consulting services to global enterprises.

- Led program delivery for a major bank's digital transformation, aligning 100+ personnel across 15+ teams to migrate datacenter operations to GCP.
- Established program governance for Royal Caribbean, creating executive-level reporting dashboards and managing RAID logs to ensure alignment on strategic onboard digital initiatives.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing cross-functional workstreams and enforcing data-driven quarterly roadmaps and OKRs.
- Directed end-to-end project lifecycle for a new AI-powered chatbot, from RFP and planning to release management, improving guest service efficiency.

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

A software consultancy specializing in custom solutions for the media and healthcare industries, leveraging cloud and data technologies.

- Managed a portfolio of healthcare IT projects for clinics, delivering system integrations (DICOM, HL7) and voice-to-text applications, improving physician workflow.
- Led the development and delivery of a media streaming platform for Concacaf, managing vendor partners and technical dependencies on AWS cloud services.
- Implemented Scrum methodologies and program-level KPI tracking across multiple healthcare workstreams, ensuring on-time delivery and clear status reporting for all client projects.

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

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.

- Directed the full SDLC for an integrated bodycam solution for the Colombian Police, managing hardware, firmware, and software workstreams to meet government contracts.
- Led project delivery and implementation of a nurse call system across 10+ hospitals, coordinating readiness, training, and cutover plans for clinical staff.
- Managed project constraints (scope, budget, schedule) for a patient flow tracking board, enhancing operational visibility and reducing wait times in hospitals.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia

A SaaS company providing POS and business management software to over 1,000 small businesses in the fitness and retail sectors.

- Owned the entire product lifecycle for a SaaS POS solution, from initial design and development to market launch and continuous improvement.
- Led technical integrations with payment processors and accounting software, expanding product functionality and securing adoption across 1,000+ businesses in LATAM.
- Managed a team of 30+ developers and support staff, establishing operational workflows that drove product stability and high customer satisfaction.

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.