

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager and program leader with extensive experience in driving complex digital transformation and technical project delivery across diverse global industries. Adept at steering globally distributed teams and delivering impactful AI-driven, cloud-based, and system integration solutions, consistently achieving significant performance improvements and successfully overseeing large-scale team staffing. Proficient in Agile (SAFe, Scrum, Kanban) and formal project management, I excel at full lifecycle management from strategic planning and executive reporting to financial oversight, passionately fostering innovation and operational efficiency.

KEY SKILLS

- **Strategic Project & Program Leadership:** Drives high-level, adaptive delivery of complex programs and multiple projects, managing resources, financials, and governance while building strong cross-functional partnerships.
- **Agile & Hybrid Methodologies:** Expertly implements and coaches SAFe, Scrum, Hybrid, Kanban, and Lean Startup, optimizing backlogs and leading planning for efficient, results-driven roadmaps.
- **Technical & Cloud Proficiency:** Possesses deep acumen in AI integrations, cloud platforms (AWS, Google Cloud), Microsoft Active Directory, networking, and enterprise systems, translating technical concepts effectively.
- **Business Acumen & Impact:** Delivers quantifiable results across diverse industries like cruise lines, banking, e-commerce, and healthcare, excelling in communication and stakeholder engagement.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

Globant is a global software development and consulting company specializing in digital transformation and AI technology solutions.

- Orchestrates end-to-end delivery of complex digital products, including AI Chatbots for Royal Caribbean Group, managing global teams (+30 people) to achieve on-time feature execution aligned with strategic backlog prioritization.
- Drives program-level performance and cost efficiency across client portfolios, including Dick's Sporting Goods, achieving significant improvements such as a 40% enhancement in digital platform efficiency through adaptive quarterly roadmap execution and PI Planning.
- Oversees Scrum of Scrums implementation for large-scale banking products for Banco de Chile, managing over 100 on-site and offshore personnel, staffing 150+ positions, and delivering consistent KPI and OKR reporting.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

Mango-Soft is a strategic technology partner specializing in custom software product development, leveraging Big Data, AI/ML, and Cloud services.

- Manages full lifecycle development and production support for media and streaming applications for clients like Concacaf and MLS Teams, ensuring product definition through to successful deployment.
- Directs projects integrating advanced cloud services for healthcare clients, including San Rafael Hospital, Antioquia Clinic, and Las Americas Clinic, enabling imaging, visualization, and voice-to-text assisted procedures, achieving defined KPI and OKR targets.

- Leads development of a voice-to-text app for healthcare professionals, facilitating secure data transfer (DICOM, HL7 V2) and integration for patient data visualization.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

TIPI delivers specialized technology solutions, including integrated hardware and software for government and healthcare sectors.

- Manages end-to-end development and deployment of integrated hardware/software bodycam solutions for Colombian Police, overseeing technical teams and operations for 3,000+ devices.
- Directs implementation of patient flow tracking and medical team communication devices for Clinics and Hospitals in Colombia, integrating Bluetooth and RFID technologies across 10+ facilities.
- Leads project constraints based on government contracts, providing hands-on guidance for software development lifecycle, quality, and release management.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

IT Big Boss Software House provides a SaaS-based business project management software suite for diverse industries.

- Oversees the full software development lifecycle for a SaaS-based Point of Sale (POS) system, implementing and adapting it for over 1,000 small businesses across Latin America.
- Provides technical leadership and hands-on guidance in coding, quality, and release management for the POS product, ensuring seamless integrations with various devices and external systems.
- Leads operations support and workflow for the SaaS platform, ensuring high availability and user satisfaction for more than 1,000 clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

Bodytech is a fitness club and gym chain operating in Colombia, Peru, and Chile, focusing on health and well-being through comprehensive fitness services.

- Manages the implementation and operations of IT infrastructure, including networking, IP Phoning, and CCTV, across more than 60 sites in Colombia, Peru, and Chile.
- Oversees the full software development lifecycle for critical systems such as access control, CRM, and billing software, including technical leadership for Dynamics CRM & ERP implementations.
- Leads IT Service Desk operations, ensuring efficient support and operational excellence for diverse business functions.

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.
- **Cloud:** Google Cloud Digital Leader Certification, AWS Cloud Technical Essentials.
- **AI:** Microsoft Career Essentials in Generative AI.

EDUCATION

- **Bachelor's Degree in Computer Engineering:** Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia.
- **Graduate-level in Technology Management:** EAN University, Bogota, Colombia.