

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading complex digital transformations and end-to-end implementations. Expert in delivering D365, Power Platform, and AI-driven solutions for diverse industries. Skilled in managing global teams, large-scale budgets, and full project lifecycles using Agile (SAFe, Scrum) and traditional methodologies. Strengths in risk management (RAID), executive reporting, pre-sales support, and driving business value.

KEY SKILLS

- **Platforms & Technologies:** Microsoft Dynamics 365, Power Platform (Power BI), Salesforce CRM, Google AI, Generative AI, AWS, GCP, Azure.
- **Project & Program Management:** End-to-end Project Lifecycle, Scope & Budget Management, Risk/Issue Tracking (RAID), Governance, Stakeholder Reporting.
- **Methodologies & Frameworks:** Agile (SAFe, Scrum, Kanban), Scrum of Scrums, Hybrid Models, Waterfall, Full SDLC.
- **Leadership & Business Acumen:** Pre-Sales Support, Cross-Functional Team Leadership, Continuous Improvement, RFP Analysis, Customer-First Service Delivery.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global digital consultancy that reinvents business through innovative technology. Specializing in AI-powered software development to create transformative digital experiences for world-class brands.

- Led a Power BI implementation for Banco de Chile, managing data ingestion and visualization to improve data-driven decision-making for executive stakeholders.
- Directed a Salesforce CRM implementation for Abastible, managing the full project lifecycle and enhancing sales and marketing operational efficiency across the organization.
- Deployed a Google AI Chatbot for Royal Caribbean, managing the project from discovery to release, which enhanced customer service and digital engagement.

Senior Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A technology firm building custom software and cloud solutions. We deliver innovative products for media, sports, and healthcare industries using AWS and data-driven approaches.

- Managed end-to-end delivery of a media streaming platform for Concacaf, overseeing project constraints to successfully launch services for major championships.
- Led development of an AWS Polly voice-to-text application for healthcare clients, improving clinical documentation efficiency and reducing physician data entry time.
- Oversaw multi-client project portfolios, managing scope, budget, and timelines for fixed-price engagements, ensuring profitability and high client satisfaction.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

Provider of integrated hardware and software solutions for public safety and healthcare, delivering IoT devices and management platforms to improve operational efficiency and safety.

- Headed the development and deployment of 3,000+ bodycam units for the Colombian Police, ensuring on-time delivery and adherence to government contract regulations.
- Managed the full SDLC for an IoT nurse-call system in 10+ hospitals, leading to improved communication speed and faster patient response times.

- Led project planning for integrated hardware/software systems, managing all constraints and leading cross-functional teams to meet strict deliverable timelines and improve compliance.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS company delivering point-of-sale (POS) and business management software solutions for small to medium-sized businesses in the retail and wellness sectors.

- Drove the complete SDLC for a SaaS POS platform, successfully deploying the solution to over 1,000 businesses, boosting their operational efficiency.
- Led integrations with diverse systems including biometrics, payment processors, and accounting apps, expanding product functionality and increasing market competitiveness.
- Managed product implementation for various retail sectors, directly contributing to a significant increase in customer acquisition, market penetration, and automated billing processes.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America dedicated to improving well-being through comprehensive services supported by robust technology infrastructure.

- Led the company-wide implementation of Microsoft Dynamics CRM & ERP, managing the project end-to-end to unify customer data and streamline billing operations.
- Managed the technology infrastructure lifecycle across 60+ sites, including networking and security, ensuring over 99% system uptime and complete operational stability.
- Established and led the IT Service Desk, implementing support workflows that improved ticket resolution rates by 50% and increased internal user 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.