

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Senior Project Manager with 15+ years of experience leading complex system implementations for SaaS, e-commerce, and financial services. Expert in managing the full lifecycle of revenue-focused projects, including CPQ, billing, and pricing strategy. Excels in guiding senior stakeholders through high-profile initiatives, collaborating with sales on packaging, and working with systems integrators to deliver robust solutions. Deep knowledge of revenue recognition best practices and AI-driven process enhancements.

### **KEY SKILLS**

- **Revenue & Pricing Systems:** Revenue Recognition Best Practices, SaaS Pricing Models, CPQ & Billing Systems, Deal Mechanics, NetSuite & Zuora Principles, Systems Implementation
- **Project & Program Management:** End-to-End Project Delivery, C-Level Stakeholder Management, Budget & Risk Management, Scope Definition & Control, Systems Integrator Collaboration, Vendor Management
- **Methodologies & Tools:** Agile (SAFe Scrum Kanban), Hybrid Waterfall, Jira, Confluence, Salesforce CRM, MS Dynamics
- **Technology & AI Expertise:** Cloud Platforms (AWS GCP), AI-driven Solutions (Generative AI Chatbots), Full SDLC Management, Data Migration & Integration
- **Languages:** Spanish

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company focusing on AI and software development to reinvent businesses by creating innovative technology solutions for top global brands.*

- Led Salesforce Commerce Cloud projects for Abastible, defining order-to-cash processes that streamlined sales operations and improved data accuracy for revenue reporting.
- Directed e-commerce platform enhancements for Dick's Sporting Goods, focusing on checkout and product pricing features which boosted Core Web Vitals performance by 40%.
- Guided C-level stakeholders through quarterly PI planning and execution using KPI/OKR reporting, ensuring alignment on high-profile projects and strategic financial goals.
- Managed delivery of a Google AI Chatbot and tailored advertising for Royal Caribbean, enhancing the guest journey and creating new ancillary revenue streams.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software consultancy specializing in cloud-native applications, media streaming services, and data solutions for clients in sports and healthcare industries.*

- Oversaw delivery of a SaaS media platform for Concacaf, managing complex data integrations and multi-feature releases that supported subscription-based streaming services.
- Directed the implementation of a voice-to-text application for healthcare clients, integrating AWS AI services to streamline clinical documentation and operational workflow.
- Managed fixed-price contracts for cloud-based healthcare solutions, ensuring on-time delivery and successful production deployment for multiple large hospital systems.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*Provider of integrated hardware and software solutions, including bodycams and management platforms, for public safety and healthcare sectors.*

- Led the full SDLC for a SaaS management platform for the Colombian Police, delivering a system that improved operational efficiency and evidence management.
- Managed the deployment of over 3,000 bodycam units, overseeing firmware updates and data synchronization, ensuring 99% operational uptime for mission-critical hardware.
- Directed projects for SaaS-based nurse call systems in 10+ hospitals, integrating RFID and Bluetooth hardware to improve patient care response times.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia

*Developed and scaled a SaaS-based POS and business management platform for over 1,000 small businesses in the retail and fitness industries.*

- Architected and managed a SaaS POS platform with complex billing, payment processing, and inventory features, successfully establishing a scalable recurring revenue model.
- Led integrations with accounting software and government tax systems, ensuring financial compliance and seamless revenue data flow for 1,000+ business clients.
- Drove the full SDLC for the platform, from hands-on coding to release, achieving significant market penetration across multiple LATAM countries.

## **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.*