

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Versatile Delivery Manager with 15+ years of experience leading global data & software teams through complex digital transformations. Expert in Agile (SAFe, Scrum) and adaptive project delivery for cloud (Azure, GCP, AWS) and AI-driven data solutions. Skilled in full-cycle resource management, technical mentorship, and delivering high-quality data products using Databricks, Snowflake, and CI/CD pipelines.

### **KEY SKILLS**

- **Data & Cloud Platforms:** Azure (ADF, Synapse), Databricks, Snowflake, AWS, GCP, CI/CD, Git, SQL, Python
- **Project & Product Delivery:** Agile (SAFe, Scrum of Scrums, Kanban), Hybrid Methodologies, End-to-End SDLC, PI Planning, Release Management, Risk Mitigation
- **Leadership & Management:** Team Leadership & Mentorship, Resource Management, Stakeholder Engagement, Performance Management (KPIs/OKRs), Budget & Scope Control
- **Industry & Business Acumen:** Fintech, Banking, Healthcare, Retail, E-Commerce, Travel & Hospitality, Data-Driven Solutions, AI Integration

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company leveraging AI and innovative technologies to help organizations reinvent themselves and create a way forward in their industries.*

- Led delivery for Royal Caribbean's AI-driven digital concierge, managing a +30-person offshore team and ensuring on-time feature releases through SAFe and PI Planning.
- Managed data-centric projects for Banco de Chile, including a datacenter migration to GCP and implementing a new data warehouse, improving data accessibility and insights.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing the development and release cycle.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm creating innovative cloud-based solutions, specializing in Big Data, AI applications, and custom software for media and healthcare clients.*

- Delivered a cloud-native media platform for Concacaf on AWS, integrating streaming services and Big Data analytics, boosting fan engagement and media management capabilities.
- Managed development of a healthcare imaging integration platform, leveraging AWS services and HL7 standards to improve clinical workflow efficiency and reduce data silos.
- Led teams to implement a voice-to-text application for medical professionals, enhancing documentation accuracy and reducing transcription time for partner hospitals.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, including IoT and mobile applications, for public safety and healthcare sectors in Colombia.*

- Directed the full SDLC for a bodycam system for the Colombian Police, deploying 3,000 devices with AI-powered facial recognition and real-time streaming capabilities.
- Led hands-on coding and technical design for a Java/Python-based backend, ensuring robust performance and security for critical law enforcement data management systems.

- Deployed a patient-flow tracking system across 10+ hospitals, improving asset tracking and reducing patient wait times through enhanced operational visibility.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering a comprehensive POS solution with integrated inventory, CRM, and billing for over 1,000 small businesses in the LATAM market.*

- Architected and led development of a .NET and SQL Server-based SaaS POS platform, achieving broad adoption across the fitness and restaurant industries.
- Oversaw the product lifecycle, integrating third-party systems like biometrics and payment processors to expand product functionality and increase market penetration.
- Managed implementation and support operations, ensuring high system uptime and customer satisfaction for a diverse client base of over 1,000 businesses.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in LATAM, dedicated to improving well-being through services supported by a robust internal technology platform.*

- Managed IT infrastructure and operations across 60+ sites in three countries, implementing networking and security systems to support rapid business expansion.
- Led the technical implementation of Dynamics CRM & ERP systems, automating billing and member management, which improved data accuracy and operational efficiency.
- Directed the SDLC for a custom access control system using biometrics, enhancing security and streamlining member check-in processes across all locations.

### **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.