

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex IT initiatives for global enterprises in retail, restaurant, travel, and finance. Expert in managing onshore/offshore teams to deliver digital platforms and applications using Azure DevOps, Azure Cloud, React, and Node.js. Skilled in end-to-end project delivery, from RFP to release, with a focus on stakeholder communication, risk management, and driving business value through technology.

KEY SKILLS

- **Project & Portfolio Management:** Azure DevOps, SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall-Hybrid, Jira, Confluence
- **Technologies & Platforms:** Azure Cloud, React, Node.js, AWS, GCP, Java, Next.js, AI/ML, SQL, Microservices
- **Core Competencies:** End-to-End Project Delivery, Onshore/Offshore Team Leadership, Stakeholder Engagement, Risk & Scope Management, Financial & Budget Oversight
- **Industry Expertise:** Retail, Restaurant & Franchise Operations, Travel & Hospitality, Finance & Banking, Healthcare, Public Safety

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

An AI-first digital consultancy focused on reinventing businesses by delivering innovative software solutions and creating value for top organizations at scale.

- Led cross-functional teams for Royal Caribbean, delivering guest-facing mobile apps using React and AI, enhancing the digital experience and increasing onboard service engagement.
- Drove a 40% e-commerce performance boost for Dick's Sporting Goods by optimizing Core Web Vitals, directly improving customer experience and online conversion rates.
- Managed end-to-end delivery of a mobile app revamp for British Airlines using Next.js (React) and Node.js, coordinating a novel AI-agent development model.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom cloud-native solutions, Big Data analytics, and media streaming services for clients in sports and healthcare sectors.

- Directed the full SDLC for Concacaf's media platform on AWS, enabling live streaming and news delivery that increased fan engagement across championships.
- Implemented a voice-to-text AI solution (AWS Polly) for healthcare clients, reducing documentation time for clinicians and improving the accuracy of patient records.
- Managed fixed-price projects from RFP and proposal to production support, consistently delivering on schedule and within budget for all client engagements.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

Provider of integrated hardware and software solutions for public safety and healthcare, specializing in IoT devices, data management, and real-time monitoring systems.

- Led the development and deployment of 3,000+ bodycams for Colombian Police, managing firmware and software to enhance officer safety and public accountability.
- Deployed nurse call systems in 10+ hospitals, improving communication speed and reducing patient wait times through integrated Bluetooth/RFID technology.

- Oversaw government contracts, ensuring strict compliance and delivering mission-critical technology on time and within scope, improving operational integrity for law enforcement.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

SaaS provider of POS and business management software for small to medium-sized businesses in the restaurant, fitness, and retail sectors across LATAM.

- Championed the full SDLC for a SaaS POS system, successfully implementing the solution for over 1,000 businesses in restaurant and retail environments.
- Integrated payment processing, inventory, and CRM features into the POS platform, helping clients increase sales transaction efficiency and customer data management.
- Led a 30-person team in a hands-on capacity, overseeing coding, QA, and release management to drive continuous product improvement and market adaptation.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain with over 60 locations, focused on delivering premium wellness experiences through technology-enabled club management.

- Managed IT infrastructure and operations across 60+ franchise-style sites, overseeing networking and security to ensure 99% system and platform uptime.
- Directed the SDLC for a custom CRM and billing system, automating member management and reducing data entry time for staff across all locations.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, streamlining business processes and creating a unified platform for sales and operations.

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.