

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex, end-to-end technical projects for global clients in technology, healthcare, and government. Expert in schedule, budget, and scope management for concurrent initiatives, driving delivery through Agile (SAFe, Scrum) and Waterfall methodologies. Skilled in full SDLC execution, RAID management, change control, and executive stakeholder communication. Passionate about leading high-performance teams and delivering impactful solutions in fast-paced, client-facing environments, consistently ensuring projects meet financial and strategic goals.

KEY SKILLS

- **Project Lifecycle Management:** End-to-end Project Planning, Execution, SDLC, Scope Control, Change Orders, Executive Reporting, Stakeholder Engagement.
- **Agile & Hybrid Methodologies:** SAFe, Scrum of Scrums, Scrum, Kanban, Waterfall; Certified SAFe Agilist (SAFe 6), A-CSM, CSM.
- **Financial & Risk Oversight:** Budgeting & Forecasting, Resource Management, Timesheet & Invoicing Support, RAID Log Management, Risk Mitigation.
- **Technical & Industry Acumen:** Technical Consulting, Cloud (AWS/GCP), AI Solutions, Healthcare, Government, Finance, Retail, Aviation/Travel.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering AI-powered software development and consulting services to reinvent businesses and industries through innovative technology solutions.

- Managed a portfolio of projects for Royal Caribbean and Dick's Sporting Goods, overseeing budgets, schedules, and globally distributed teams of up to 100+.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods through adaptive quarterly roadmaps and Agile PI planning, boosting user engagement and sales.
- Led discovery, planning, and execution for an AI chatbot at Royal Caribbean, translating complex requirements and team progress into clear C-level stakeholder reports.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A technology consulting firm specializing in custom software, cloud services, and Big Data solutions for clients in the media and healthcare sectors.

- Led development of a voice-to-text application and DICOM imaging integration for healthcare clients, managing the full project lifecycle from proposal to production.
- Delivered a media streaming and statistics platform for Concacaf using AWS services, ensuring on-time project completion within a fixed-price engagement model.
- Implemented Scrum methodologies and defined project KPIs, improving team velocity and delivering weekly, monthly, and quarterly status reports to stakeholders and leadership.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare organizations across Colombia.

- Led the end-to-end SDLC for a bodycam system for the Colombian Police, delivering hardware and software for over 3,000 devices under government contracts.

- Directed development of nurse call and asset tracking systems for 10+ hospitals, improving communication speed and patient care through real-time data.
- Managed project constraints, quality, and implementation, and led the operations team in customer support and deployment, ensuring high system uptime and compliance.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider developing POS and business management software for over 1,000 small businesses in the retail, restaurant, and fitness industries.

- Directed the complete software development life cycle for a SaaS POS platform, scaling the product to support over 1,000 businesses across Latin America.
- Led a 30-person team technically with hands-on coding and code reviews, while managing the product roadmap, features, and third-party system integrations.
- Established and led the operations support workflow, managing customer implementation and support, which directly contributed to high customer retention and business growth.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile with a strong technology-driven vision.

- Managed IT infrastructure deployment for 60+ sites, including networking and security, ensuring operational readiness and scalability for a rapidly expanding enterprise.
- Served as technical lead for the Dynamics CRM & ERP implementation, overseeing the full project lifecycle to centralize customer and financial data management.
- Led the SDLC for a custom billing software and established the IT Service Desk, improving ticket resolution rates and achieving high system uptime.

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.