

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex system implementations (ERP, CRM, Cloud). Expert in full project lifecycle management from SOW development and requirements gathering to profitable delivery. Adept in Agile (SAFe, Scrum) and traditional methodologies, driving project success and client adoption for enterprise clients in consulting environments. Skilled in financial oversight, executive reporting, and business development.

KEY SKILLS

- **Enterprise System Implementation:** Oracle, SAP, Dynamics CRM/ERP; Full SDLC for Financial, HR, Retail, and Healthcare systems.
- **Project & Portfolio Management:** Multi-Project Oversight, Budgeting & P&L, Scope & Risk Management, SOWs & Change Orders, Executive Reporting.
- **Agile & Hybrid Methodologies:** SAFe, Scrum of Scrums, Kanban, Waterfall; Certified SAFe Agilist & Advanced ScrumMaster (A-CSM).
- **Client & Business Development:** Consulting, Requirements Gathering, RFP Analysis, Proposal Development, Stakeholder Management, Client Satisfaction.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to reinvent business, serving top-tier global clients across diverse industries.

- Directed project portfolios for clients like Royal Caribbean and Banco de Chile, managing budgets and ensuring profitable, on-time delivery of complex system integrations.
- Led the full lifecycle of an e-commerce platform enhancement for Dick's Sporting Goods, improving Core Web Vitals performance by 40% through adaptive roadmaps.
- Managed global teams of 100+; created SOWs, controlled scope, and presented status to C-level stakeholders, ensuring high client satisfaction and referenceability.

Senior Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software consultancy specializing in delivering cloud-based solutions, Big Data analytics, and custom applications for media and healthcare clients.

- Spearheaded development of a media streaming platform on AWS, managing the project from SOW to production, enhancing client's media delivery capabilities.
- Led implementation of a voice-to-text healthcare application, integrating AWS AI services to improve physician workflow efficiency and reduce documentation time.
- Managed project financials and staffing for 10+ person teams, successfully delivering fixed-price projects on budget while fostering strong client partnerships.

Senior Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Led end-to-end delivery of a bodycam system for law enforcement, managing software, firmware, and hardware components to meet stringent government contract requirements.
- Oversaw implementation of an RFID asset tracking and nurse-call system in 10+ hospitals, improving operational efficiency and patient response times.

- Directed project planning, staffing, and execution for fixed-price contracts, ensuring compliance, on-time delivery, and successful client adoption of new technologies.

Senior Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering point-of-sale (POS), CRM, and business management software for over 1,000 small businesses in retail and fitness.

- Managed the full SDLC for a SaaS POS platform, integrating payment, inventory, and CRM modules to automate operations for 1,000+ businesses.
- Led technical and operational teams, overseeing product development, quality, and releases which increased user adoption and drove high system uptime.
- Drove business growth by adapting the platform for diverse retail clients, resulting in widespread market penetration and a successful company acquisition.

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.

- Led the technical implementation of Microsoft Dynamics CRM & ERP, managing the project lifecycle to centralize billing and customer relationship management.
- Managed IT infrastructure and operations for 60+ sites, including access control, networking, and service desk, ensuring 99% operational availability.
- Directed the SDLC for a custom CRM and billing system, which automated key business processes and supported the company's multi-country expansion.

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.