

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex, client-facing SaaS implementations, with a strong focus on the healthcare technology sector. Expert in managing the full SDLC for integration-heavy solutions using Agile methodologies. Skilled in translating client needs into technical requirements, fostering key stakeholder relationships, and guiding cross-functional teams to deliver solutions that improve patient outcomes and operational efficiency. Deep understanding of API-driven architectures, system integrations, and cloud technologies.

KEY SKILLS

- **Project & Program Management:** Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Methodologies, PMO Operations, SDLC, Risk Management, Budget & Cost Control, Executive Reporting, KPI & OKR Tracking.
- **Technical & Implementation Expertise:** SaaS Implementation, API & System Integrations, Cloud Platforms (AWS, GCP), sFTP, Data Migration, AI & Chatbot Solutions, Enterprise Software, Release Management.
- **Stakeholder & Client Management:** Client Relationship Management, External Client Consulting, Business Requirements Gathering, C-Level Communication, Cross-Functional Team Leadership, User Training & Onboarding.
- **Industry & Domain Knowledge:** Healthcare & Specialty Pharmacy, Finance & Banking, Retail & E-commerce, Travel & Hospitality, Media & Entertainment, Public Safety.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions, specializing in AI, software development, and end-to-end digital transformation consulting.

- Managed a portfolio of projects for Royal Caribbean, delivering AI-powered guest apps and improving digital concierge services, enhancing the customer experience for millions.
- Led a digital transformation for Dick's Sporting Goods, improving e-commerce platform performance by 40% through targeted Core Web Vitals optimizations and agile execution.
- Directed a 100+ person team for Banco de Chile, orchestrating a complex data center migration to GCP and implementing a new mobile banking application.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

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

- Spearheaded the development of a voice-to-text application for healthcare professionals, integrating AWS Polly to streamline clinical documentation and reduce administrative workload.
- Managed the end-to-end implementation of a medical imaging integration platform, enabling secure DICOM data transfer to AWS for multiple Colombian hospitals.
- Delivered a media and streaming platform for Concacaf, launching new features for live matches and statistics management to a large international user base.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An R&D firm creating integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety and healthcare sectors.

- Led the design and deployment of a bodycam system for the Colombian Police, delivering over 3,000 devices with real-time streaming and evidence management.
- Implemented an RFID-based asset tracking and nurse call system across 10+ hospitals, improving communication speed and reducing patient wait times.
- Directed the full SDLC and operations for all product lines, ensuring on-time delivery and support under stringent government contract regulations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

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

- Oversaw the entire SDLC for a multi-tenant SaaS POS platform, driving product evolution and adaptation for a diverse client base of over 1,000 businesses.
- Engineered and managed numerous third-party integrations, including payment processors, biometrics, and accounting apps, to enhance platform functionality and user value.
- Led a 30-person technical team, providing hands-on coding, code review, and release management to maintain high product quality and continuous deployment.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 locations with a focus on technology-driven member services.

- Directed the successful implementation of Microsoft Dynamics CRM & ERP systems, automating billing and member management, which significantly increased operational efficiency.
- Managed the technology infrastructure deployment for 60+ new sites, including networking, security, and access control systems, ensuring robust operational readiness.
- Established and led the IT Service Desk, implementing formal processes that improved system uptime and increased the ticket resolution rate across the organization.

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.