

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience delivering complex projects across the healthcare, medical device, and technology sectors. Expert in managing the full implementation lifecycle, from coordinating supply chain logistics to ensuring a seamless customer experience. Skilled in leading cross-functional teams and communicating effectively with internal sales teams and external customers to achieve strategic goals.

### **KEY SKILLS**

- **Project & Implementation Management:** Cross-Functional Team Leadership, Full Project Lifecycle, Customer Implementation, Supply Chain Coordination, Stakeholder Engagement, Process Optimization, Risk Management, Budget Oversight.
- **Healthcare & Medical Device:** Medical Device Implementation, Hospital & Clinical Systems, ASC Environment Acumen, Patient Portals, Healthcare IT (DICOM, HL7), HIPAA Compliance.
- **Methodologies & Tools:** Agile (Scrum, Kanban), SAFe, Hybrid (Waterfall/Scrum), Jira, Confluence, Asana, MS Teams.
- **Business & Technical Acumen:** Customer-Facing Engagement, Salesforce (CRM), Microsoft Dynamics (ERP), Cloud Platforms (AWS, GCP), RFP Analysis, Vendor & Resource Management.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company using AI and innovative technologies to reinvent businesses and deliver scalable software solutions for global enterprise clients.*

- Drove program performance and cost efficiency across client portfolios, including Dick's Sporting Goods, achieving a 40% boost in digital platform efficiency via adaptive roadmaps.
- Led implementation of an AI-powered chatbot and other digital features for Royal Caribbean, enhancing guest experience and increasing ancillary onboard service utilization.
- Managed teams of up to 100+ to deliver complex banking solutions for Banco de Chile, including a successful data center migration to GCP.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in delivering custom cloud-based solutions, Big Data analytics, and media streaming services for sports and healthcare industries.*

- Managed the end-to-end implementation of medical imaging and voice-to-text solutions for multiple hospitals, improving diagnostic workflow efficiency for clinical staff.
- Coordinated data transfer from medical devices to AWS using DICOM and integrated a 3D visualizer, enhancing physicians' access to critical patient data.
- Led the implementation of a surgery tracking board integrated with hospital systems, improving communication speed and reducing patient wait times during surgical procedures.

#### **Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions for public safety and healthcare, specializing in real-time data and IoT management systems.*

- Directed the deployment and operational support for over 3,000 bodycam devices for the Colombian Police, ensuring on-time delivery and system reliability under government contract regulations.

- Managed the implementation of a Bluetooth/RFID nurse-call system in 10+ hospitals, improving asset tracking and reducing patient response times for better care.
- Led the full SDLC for a SaaS-based patient flow tracking board, integrating with hospital systems to streamline operations and enhance the patient journey.

### **Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering comprehensive POS and business management software solutions for over 1,000 small businesses across the retail, fitness, and health sectors.*

- Directed the SDLC for a POS system with integrated hardware, successfully deploying the solution to over 1,000 small businesses and increasing their operational efficiency.
- Led product implementation for clients in health and fitness, automating billing and member management, which resulted in higher customer retention and reduced data entry.
- Managed a team of 30+ to deliver a feature-rich SaaS platform with inventory management and payment processing, driving business growth for all clients.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, providing comprehensive wellness services and medical sports programs across multiple countries.*

- Managed technology infrastructure rollout across 60+ new sites, coordinating vendors for networking and security systems to support rapid, large-scale company expansion.
- Led the successful implementation of Microsoft Dynamics CRM & ERP, streamlining member management and billing, which improved data accuracy and operational efficiency company-wide.
- Established and led the IT Service Desk, implementing support workflows that achieved a 95% system uptime and improved user satisfaction for thousands of employees.

## **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.