

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations across diverse industries including Finance, Healthcare, Retail, Travel/Hospitality, Media, and Public Safety. Expert in Agile (SAFe, Scrum, Kanban) and traditional methodologies, with a proven track record of improving performance and managing 100+ person teams. A-CSM, CSPO, SAFe 6 Agilist certified.

KEY SKILLS

- **Project Management Expertise:** Agile methodologies (SAFe, Scrum, Kanban), Project planning, budgeting, risk management, stakeholder management, scope definition, project delivery, full SDLC, AI integration
- **Technology Proficiency:** AWS, GCP, Azure, AI Chatbots, Generative AI, API development, Data migration, React, React Native, Angular, Java, SQL Server, MySQL, Salesforce CRM,
- **Leadership & Communication:** Team leadership, cross-functional collaboration, executive reporting, client communication, conflict resolution, mentorship
- **Certifications:** SAFe 6 Agilist, A-CSM, CSPO

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT consulting company delivering innovative software development and AI solutions.

- Led the development and implementation of a new AI-powered chatbot for Royal Caribbean's Guest App, improving customer engagement by 15%.
- Successfully managed a 30+ person team on the Dick's Sporting Goods ecommerce platform, resulting in a 40% improvement in Core Web Vitals.
- Drove program performance and cost efficiency across multiple client portfolios, including Banco de Chile and Abastible.
- {{COMPANY_BULLET_4_GLOBANT}}

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm specializing in cloud-based solutions for healthcare and media.

- Managed the AWS cloud migration for a major healthcare client's imaging system, improving system uptime by 20%.
- Successfully delivered Concacaf's streaming services application, utilizing AWS technologies and exceeding client expectations.
- Implemented a voice-to-text solution for healthcare professionals, improving documentation efficiency by 10%.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A software development company providing solutions for government and healthcare sectors.

- Led the development and deployment of a bodycam system for the Colombian Police, encompassing 3000+ devices.
- Successfully implemented a nurse-call system for 10+ clinics and hospitals in Colombia.
- Managed the development of a patient flow tracking board, improving operational efficiency within healthcare facilities.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house providing SaaS solutions for businesses across various industries.

- Led the full software development lifecycle for a POS system used by 1000+ small businesses.
- Successfully managed integrations with various third-party systems, such as biometric devices and payment processors.
- Delivered projects under budget and ahead of schedule, consistently exceeding client satisfaction targets.

PROFESSIONAL DEVELOPMENT

Certified SAFe 6 Agilist

Scaled Agile, Inc

01/2025

Advanced Certified ScrumMaster (A-CSM)

Scrum Alliance

08/2024

Certified Scrum Product Owner (CSPO)

Scrum Alliance

09/2023

Certified ScrumMaster (CSM)

Scrum Alliance

07/2022

EDUCATION

Bachelor of Science (B.S.), Computer Engineering

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

12/2005

A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.

Graduate Certificate, Technology Management

EAN University, Bogota, Colombia

12/2008

A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.