SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Program Management leader with 10+ years' experience directing complex software programs and developing high-performing teams across global enterprises. Expert in establishing PMO best practices, governance, risk management, and stakeholder engagement. Specializes in PMO transformations, executive reporting, and leading teams of project managers. Delivers large-scale digital, cloud, and AI solutions across finance, retail, and travel sectors, driving significant performance improvements and ensuring strategic alignment.

KEY SKILLS

- **PMO & Program Leadership**: PMO Transformation, Portfolio Management, Governance & Risk Management, Career Development & Mentoring, Budget & Capacity Planning, Executive Reporting (KPIs, OKRs, RAG)
- **Project Management Methodologies**: SAFe (Scaled Agile Framework), Scrum of Scrums, Scrum, Kanban, Hybrid Waterfall, End-to-end SDLC
- **Technical & Domain Expertise**: AI & Generative AI Solutions, Cloud Platforms (AWS, GCP), E-commerce & Retail, Finance & Banking, Travel & Hospitality, Healthcare IT
- **Tools & Certifications**: Jira, Confluence, MS Teams, SAFe 6 Agilist, A-CSM, CSPO, Google Project Management
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions, specializing in AI-powered software development and global consulting services.

- Led a 100+ person program for Banco de Chile, implementing a Scrum of Scrums framework and staffing 150+ roles, establishing enterprise-wide delivery standards.
- Directed end-to-end delivery of digital guest services for Royal Caribbean, managing distributed teams and C-level stakeholders to enhance the onboard digital experience.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by optimizing delivery with Core Web Vitals and adaptive quarterly roadmaps.
- Managed the integration of a Google AI Chatbot for Royal Caribbean, overseeing the full SDLC from discovery to hypercare, improving guest self-service capabilities.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm delivering custom cloud-native solutions and big data services for the media, sports, and healthcare industries.

- Led development of a media streaming platform for Concacaf, utilizing AWS services and managing the project from RFP analysis through to production support.
- Managed integration of voice-to-text AI (AWS Polly) and medical imaging systems for healthcare clients, improving clinical workflow efficiency and documentation accuracy.
- Established and led a 10+ person team, implementing Scrum methodologies to deliver fixed-price projects on time and within budget for international clients.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia

Provider of integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.
- Led the full SDLC for a bodycam system for the Colombian Police, delivering hardware, firmware, and a web management platform for 3,000+ devices.
- Managed project delivery under government contract constraints, overseeing planning, implementation, quality, and operational support to ensure full compliance and on-time deployment.
- Directed development of a real-time asset tracking and nurse-call system for 10+ hospitals, integrating RFID and Bluetooth hardware with a central platform.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia
A SaaS provider specializing in POS, CRM, and billing solutions for small businesses across Latin America, which I co-founded and managed.
- Owned the complete SDLC for a SaaS POS product, leading development, quality, and release management for over 1,000 small business clients.
- Directed technical teams hands-on, performing code reviews and architectural planning to integrate payments, biometrics, and third-party accounting apps into the core product.
- Managed client implementations and operational support workflows for retail, restaurant, and fitness centers, increasing market adoption and client retention.

PROFESSIONAL DEVELOPMENT
Certified SAFe 6 Agilist   01/2025
Scaled Agile, Inc

Advanced Certified ScrumMaster (A-CSM)   08/2024
Scrum Alliance

Certified Scrum Product Owner (CSPO)   09/2023
Scrum Alliance

Certified ScrumMaster (CSM)   07/2022
Scrum Alliance

EDUCATION
Bachelor of Science (B.S.), Computer Engineering   12/2005
Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia
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   12/2008
EAN University, Bogota, Colombia
A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.