SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading complex, global programs across public and private sectors. Expert in full-lifecycle project management, from proposal development to delivery, with strong financial acumen in budget control and reporting. Excels at directing large-scale system integrations, cloud infrastructure, and AI-driven solutions. Proven leader in building and guiding high-performing teams, utilizing Agile (SAFe, Scrum) and hybrid methodologies to ensure strategic alignment and timely completion of corporate objectives.

KEY SKILLS

- **Project & Program Management**: Full Lifecycle Management, Proposal & Contract Support, Budget & Expense Control, Financial Reporting, Resource Allocation, Risk Management, Stakeholder Communications.
- **Methodologies & Frameworks**: Agile (SAFe, Scrum, Kanban), Scrum of Scrums, Hybrid Models, SDLC, PMP/PMI Practices.
- **Industry & Technical Acumen**: Public Sector/Safety, Telecommunications Infrastructure, Cloud Platforms (AWS, GCP, Azure), AI & Generative AI Solutions, E-commerce, Finance, Retail, Healthcare.
- **Tools & Platforms**: Jira, Confluence, MS Teams, Slack, Azure DevOps, AEM, Salesforce CRM, Google AI.

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software to reinvent businesses. We partner with global brands to create transformative digital experiences.

- Led full lifecycle for Royal Caribbean's guest app, integrating an AI chatbot and improving services, ensuring project execution aligned with quarterly PI planning.
- Managed a multi-million dollar portfolio for Banco de Chile, overseeing a datacenter migration to GCP and staffing 150+ engineers, ensuring strategic business alignment.
- Drove 40% e-commerce performance boost for Dick's Sporting Goods by optimizing Core Web Vitals, managing budget, scope, and agile delivery across global teams.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software development company specializing in cloud-native solutions, big data, and streaming services for the media, sports, and healthcare industries.

- Directed end-to-end development of Concacaf's AWS media platform, managing a fixed-price contract and delivering live streaming services to millions of global users.
- Implemented a voice-to-text AI solution using AWS Polly for hospitals, improving clinical documentation efficiency and reducing physician data entry time by 30%.
- Spearheaded the integration of medical imaging systems with AWS, enabling secure DICOM data transfer and improving patient data access for partner hospitals.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.

A technology firm developing integrated hardware/software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Managed proposal, development, and deployment of 3,000+ bodycams for the Colombian Police, delivering a full-stack solution under strict government contract regulations.

- Led a project from concept to production for an RFID asset tracking system, deployed across 10+ hospitals to improve operational efficiency and reduce loss.
- Oversaw the complete SDLC for an Android-based firmware and its web management platform, delivering geolocalization, video streaming, and facial recognition features.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering POS and business management software to 1,000+ small businesses in the retail, fitness, and health sectors across Latam.
- Led the entire SDLC for a flagship SaaS POS product, managing technical teams and integrating payment processing, inventory, and CRM functionalities for clients.
- Directed technical implementation for over 1,000 small businesses, driving 95% customer adoption and expanding market presence across three countries.
- Owned the product roadmap, introducing features like biometric integration that increased customer retention by 15% and reduced fraudulent access.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness chain in Latin America with 60+ locations, focused on delivering technology-driven services and operational excellence.
- Managed the technology infrastructure rollout for 60+ new sites, including networking, IP telephony, and CCTV, ensuring 99.9% uptime and operational readiness.
- Led the implementation of Microsoft Dynamics CRM & ERP systems, centralizing data to improve business intelligence and automate billing for 200,000+ members.
- Championed the full lifecycle of a custom biometric access control system, reducing unauthorized access by 100% and improving member check-in speed by 50%.

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.