

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading large-scale technology implementations for global teams across the Healthcare and Financial Services industries. Expert in Agile, Waterfall, and hybrid methodologies, managing the full project lifecycle from planning to delivery. Skilled in stakeholder management, financial oversight, and driving enterprise platform rollouts and digital transformations.

KEY SKILLS

- **Project & Program Management:** Technology Implementation, Digital Transformation, Stakeholder & Vendor Management, Budgeting & Financial Oversight, Risk Mitigation, Enterprise Platform Rollouts, Executive Reporting.
- **Agile & Delivery Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall, Hybrid Models, SDLC.
- **Domain Expertise:** Healthcare (HIPAA), Financial Services (SOX), Retail, Travel & Hospitality, Public Safety.
- **Technical & PM Tools:** Jira, Confluence, MS Project, Asana, Clickup, AWS, GCP, Azure, AI/GenAI Solutions.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. We leverage AI and software development to create digital transformations for top global brands.

- Led a datacenter migration for Banco de Chile from on-prem to GCP, ensuring seamless transition and enhancing operational stability for core banking services.
- Directed the implementation of an AI-powered chatbot for Royal Caribbean, improving guest service efficiency and tailoring advertising for increased future cruise sales.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading a Core Web Vitals initiative, boosting user experience and online sales.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native solutions, Big Data, and AI applications for the media, sports, and healthcare industries.

- Managed end-to-end implementation of medical imaging integrations for hospitals, using AWS and DICOM standards to improve diagnostic workflow and physician access.
- Delivered a voice-to-text application for healthcare professionals, leveraging AWS Polly to reduce documentation time by over 50% and improve patient care.
- Spearheaded the development of a media asset management platform for Concacaf, enabling live streaming and enhancing fan engagement across multiple championships.

Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety and healthcare sectors.

- Led the full SDLC and deployment of 3,000+ bodycam units for the Colombian Police, improving officer accountability and evidence management under government contract.
- Deployed an integrated nurse-call and asset tracking system in 10+ hospitals, using Bluetooth and RFID to improve staff response times and asset utilization.

- Directed development of an Android firmware and web management platform, enabling real-time streaming and facial recognition for enhanced security operations.

Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS solution for SMBs in the restaurant, fitness, and retail industries, managing the full business lifecycle.

- Led the software development lifecycle for a POS SaaS platform, successfully deploying to over 1,000 small businesses and increasing market penetration in Latam.
- Integrated biometric and payment systems into the POS platform, automating sales and employee management, which reduced fraud and operational overhead for clients.
- Managed the hands-on technical team through coding, reviews, and releases, ensuring high-quality software and continuous adaptation to diverse client needs.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, focused on providing wellness services powered by innovative technology platforms and infrastructure.

- Directed the technology infrastructure rollout for over 60 new sites, implementing networking, CCTV, and IP phoning to support rapid business expansion.
- Led the enterprise implementation of Microsoft Dynamics CRM & ERP, automating billing and member management, resulting in improved data accuracy and member retention.
- Established and managed the IT Service Desk from the ground up, defining workflows and support protocols to achieve high system uptime and user satisfaction.

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.