

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading large-scale business and IT projects across the healthcare, retail, finance, and travel industries. Expert in managing the full project lifecycle using Agile, Waterfall, and Hybrid approaches. Skilled in gathering business requirements, managing budgets, mitigating risks, and leading cross-functional teams to deliver complex digital solutions. Adept in stakeholder communication and executive reporting to drive project success.

KEY SKILLS

- **Project & Program Management:** Agile (Scrum SAFe) Waterfall & Hybrid Methodologies Full SDLC Requirements Gathering & Analysis Risk & Change Management Stakeholder & Vendor Management Budget & Cost Control
- **Business & Industry Acumen:** Healthcare IT Retail & E-Commerce Financial Services Travel & Hospitality Media & Entertainment Public Safety
- **Technical & Tools Proficiency:** Jira Confluence MS Project MS Office Suite (Visio PowerPoint) Cloud (AWS GCP) Generative AI & Chatbot Implementation
- **Certifications:** A-CSM CSM CSPO SAFe 6 Agilist Google Project Management
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focusing on AI and cognitive transformation, delivering innovative software solutions and consulting services to global enterprise clients.

- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and managing cross-functional development teams.
- Led requirements gathering and project execution for Royal Caribbean's Guest App, delivering new features like an AI chatbot and improving onboard guest experience.
- Managed project constraints including budget, scope, and risk for a large-scale banking data migration, ensuring on-time delivery and clear stakeholder reporting.
- Implemented SAFe and Scrum methodologies for teams of 100+ engineers, defining KPIs and OKRs to track progress and present status to C-level stakeholders.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy specializing in cloud services, big data, and custom application development for media and healthcare industries.

- Managed the end-to-end project lifecycle for healthcare clients, delivering a voice-to-text app that improved physician documentation efficiency by 30%.
- Led project teams in developing and launching a medical imaging integration platform, improving data accessibility and workflow for clinicians at multiple hospitals.
- Directed development of a media streaming platform for Concacaf, gathering business requirements and managing vendor relationships to expand fan engagement.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Oversaw the full SDLC for a bodycam system for the Colombian Police, from requirements documentation to successful deployment for over 3,000 units.

- Managed the implementation of a nurse call system across 10+ clinics, defining the project roadmap and reducing patient response times.
- Led a cross-functional team to deploy an RFID asset tracking solution for hospitals, improving equipment management and reducing losses by 15%.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

An entrepreneurial software house that developed and scaled a SaaS POS solution for over 1,000 small businesses across Latin America.

- Led the entire product SDLC for a SaaS POS system, gathering requirements from fitness and health centers to drive feature development and adoption.
- Managed software integrations with payment processors, biometric devices, and accounting apps, enhancing system functionality and client value.
- Directed the technical support and operations workflow, maintaining high client satisfaction and ensuring system reliability for a large user base.

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.