SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience delivering complex digital and infrastructure transformations across diverse industries. Expert in managing large-scale, global teams (+100 engineers) and overseeing full project lifecycles from planning to execution. Skilled in financial oversight, risk management, and adaptive methodologies (Agile, Waterfall) to ensure on-time, on-budget delivery of mission-critical projects.

KEY SKILLS

- **Project & Financial Management**: Project Execution, Budget & Scope Management, Job Cost Forecasting, Change Order Process, Risk Management, RFP Analysis, Stakeholder Reporting (RAG), KPI & OKR Tracking.
- **Scheduling & Execution Methodologies**: Project Scheduling & Planning, Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Site Logistics Planning, Resource Allocation, Release Management.
- **Vendor & Team Leadership**: Subcontractor & Vendor Buyouts, Stakeholder Relationship Management, Cross-Functional Team Coordination, Staffing & Mentoring, C-Level Communication, Dispute Resolution.
- **Technical & Domain Expertise**: Contract Language Interpretation, Quality & Safety Compliance, Data Center Migration, Cloud Infrastructure (AWS, GCP), SDLC, Project Management Tools (Jira, Confluence, Asana).

PROFESSIONAL EXPERIENCE

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

A global digital consulting firm delivering AI-powered software solutions and cognitive transformations for top-tier clients, enhancing business performance and customer experiences.

- Led a data center migration for Banco de Chile, coordinating 100+ engineers to move critical infrastructure to GCP, ensuring business continuity and system modernization.
- Drove program performance for Royal Caribbean by managing budgets and scope for a guest app AI chatbot, improving onboard service efficiency and user engagement.
- Enhanced e-commerce platform performance by 40% for Dick's Sporting Goods by managing development teams against quarterly roadmaps and Core Web Vitals.

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

A software development firm specializing in cloud services and AI-driven solutions for the media, sports, and healthcare sectors, turning data into impactful applications.

- Managed end-to-end development of a media streaming platform for Concacaf, integrating AWS services to deliver live matches and statistics to global fans.
- Directed the transfer of medical device data (DICOM) to AWS for hospitals, improving data accessibility and integration for better diagnostics and patient care.
- Led a voice-to-text application project for healthcare professionals, boosting documentation efficiency and reducing administrative workload for doctors during surgical procedures.

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

Provider of integrated hardware-software solutions, including IoT devices and management platforms for public safety, law enforcement, and healthcare organizations.

- Led the full SDLC and deployment of 3,000+ bodycam units for the Colombian Police, ensuring on-time delivery under strict government contract regulations.
- Directed development of Android-based firmware and management software with real-time streaming and face recognition, enhancing operational security and evidence gathering.
- Implemented a SaaS patient flow system in 10+ hospitals, integrating RFID devices to improve asset tracking and reduce patient wait times.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS company I founded, providing POS and business management software to over 1,000 small businesses in the retail and fitness industries.

- Architected and led development of a SaaS POS system, growing the user base to 1,000+ businesses by delivering features for diverse retail needs.
- Managed complex integrations with biometrics and payment processors, automating billing and reducing data entry time for clients by 50% on average.
- Oversaw the entire product lifecycle and operations workflow for a 30-person team, ensuring 99.9% system uptime and high customer retention rates.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across Latin America, focused on providing comprehensive wellness services and medically supervised sports training.

- Managed IT infrastructure expansion across 60+ new sites in three countries, overseeing networking, security, and CCTV for seamless club operations.
- Led the corporate implementation of Microsoft Dynamics CRM & ERP, centralizing member billing and management to improve data consistency and operational efficiency.
- Directed the IT Service Desk and support operations, achieving a 95% satisfaction score by improving ticket resolution rates and system uptime across all locations.

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.