

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex IT projects across healthcare, finance, and retail. Expert in Agile/hybrid methodologies, guiding full project lifecycles from kickoff to go-live, including UAT and documentation. Excels in large-scale system implementations and C-level stakeholder alignment.

KEY SKILLS

- **Project Management & Methodologies:** Agile (Scrum, Kanban, SAgile), Hybrid-Waterfall, Full Project Lifecycle Management, PMO Standards, Risk Management, Budget Oversight, UAT Coordination.
- **Healthcare IT & Systems:** EHR Implementation Leadership, HL7 & DICOM Integration, Medical Imaging Systems, Revenue Cycle (Billing/POS), Patient Portals, HIPAA Compliance Awareness.
- **Technical & Platform Expertise:** Cloud (AWS, GCP), JIRA, Confluence, MS Teams, Smartsheet, Full SDLC, API Integration, AI & Generative AI Solutions, System Migration.
- **Leadership & Strategy:** C-Level Stakeholder Engagement, Global Team Leadership (100+), RFP & Proposal Management, KPI & OKR Reporting, Vendor & Contract Management.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company that helps organizations reinvent themselves through innovative software solutions and AI-powered transformations for top global brands.

- Directed end-to-end delivery of an AI-powered guest app for Royal Caribbean, leading three global teams to enhance user experience and onboard services.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals optimization across a 30+ person distributed team.
- Managed a multi-million dollar portfolio for Banco de Chile, leading 100+ engineers in a successful data center migration to GCP and Mi Banco App implementation.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A specialized software development firm delivering custom cloud-based solutions in media and healthcare, focusing on data integration and high-availability platforms.

- Led EHR-related integrations for three major clinics, implementing voice-to-text, medical imaging (DICOM), and patient data transfer systems using HL7 standards.
- Managed the full lifecycle of a media platform for Concacaf, deploying live streaming and news services on AWS which increased fan engagement.
- Orchestrated project execution for a surgery event management system, improving communication speed and patient flow tracking for multiple hospitals.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company creating integrated hardware and software solutions for public safety and healthcare, including IoT devices and management platforms.

- Spearheaded development and deployment of a bodycam system for the Colombian Police, delivering a solution for over 3,000 officers on time and under regulation.
- Led the implementation of a nurse call system across 10+ hospitals, integrating Bluetooth and RFID devices to reduce patient wait times.

- Managed the entire SDLC for a SaaS-based patient flow tracking board, integrating with hospital systems to improve operational visibility and efficiency.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider that developed and scaled a comprehensive POS and business management platform for over 1,000 SMBs across Latin America.

- Architected and led development of a SaaS POS system, integrating payment processing and inventory management to automate billing for 1,000+ businesses.
- Managed the full product SDLC, from feature development to release, for a multi-tenant platform serving retail, fitness, and health centers.
- Oversaw operations and support workflows, leading a 30-person team to ensure high system uptime and customer satisfaction for the SaaS platform.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, transforming member experiences through technology-driven services and operations across 60+ locations.

- Led the implementation of Microsoft Dynamics CRM & ERP, centralizing member data and billing processes, which improved retention and operational efficiency.
- Directed IT infrastructure expansion to 60+ sites across three countries, managing networking, security, and IP phoning to support rapid company growth.
- Established and managed the IT Service Desk, developing workflows and leading the support team to improve ticket resolution rates and system uptime.

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.