

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 15+ years of experience leading complex IT infrastructure, cloud modernization, and CRM migration projects for global organizations. Expert in managing the end-to-end delivery of technical initiatives, from SSO implementation to operational resiliency programs. Skilled in steering distributed teams, managing third-party vendors, and communicating project status to executive leadership. Expert in hybrid Agile and traditional methodologies, with a focus on risk management, budget oversight, and delivering strategic business value through technology.

KEY SKILLS

- **Project & Program Management:** End-to-End Project Delivery, IT Infrastructure Modernization, Risk Management, Budgeting & Resource Allocation, Stakeholder Engagement, Vendor Management, C-Level Reporting
- **Methodologies & Frameworks:** Hybrid Agile-Waterfall, SAFe, Scrum of Scrums, Scrum, Kanban, PMP/PMI Practices
- **Technical & Domain Expertise:** CRM Implementation & Migration (Salesforce, Dynamics), Cloud Infrastructure (AWS, GCP, Azure), SSO, Systems Administration, AI Integration, SDLC, Data Migration
- **Tools & Certifications:**
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing businesses through innovative technology solutions, AI, and software development for global clients.

- Led a 150+ person team for Banco de Chile, managing a datacenter migration to GCP that enhanced system scalability and operational resilience.
- Directed Salesforce CRM implementation for Abastible, coordinating with vendors to unify sales and marketing, which improved data integrity and operational efficiency.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading Core Web Vitals implementation within an agile framework.
- Managed end-to-end delivery of the Royal Caribbean Guest App, integrating a Google AI Chatbot and improving the onboard digital guest experience.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software consultancy specializing in cloud-native solutions, Big Data, and digital products for the sports, media, and healthcare industries.

- Managed delivery of Concacaf's AWS-based media platform, integrating live streaming and data services to enhance fan engagement across multiple championships.
- Led development of a healthcare imaging platform, managing the integration with AWS services and medical devices (DICOM) to improve diagnostic data access.
- Implemented a voice-to-text application using AWS Polly for healthcare professionals, reducing documentation time and improving clinical workflow efficiency for multiple clinics.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

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

- Led the full SDLC for a bodycam system for the Colombian Police, including Android firmware, backend management software, and cloud infrastructure.
- Oversaw deployment and support operations for over 3,000 bodycams, ensuring system resilience and data integrity for critical law enforcement operations.
- Managed projects for healthcare clients, delivering RFID asset tracking and nurse call systems to improve hospital operational efficiency and patient care.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

An entrepreneurial software house that developed and scaled a SaaS-based POS and business management platform for SMEs in LATAM.

- Directed the full product lifecycle for a SaaS POS system, growing the user base to over 1,000 small businesses across Latin America.
- Engineered integrated CRM and inventory management features, automating key business functions and improving operational efficiency for clients.
- Led the technical team in hands-on coding, code review, and release management, ensuring high-quality, continuous delivery of the platform.

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.