SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading cross-functional teams and delivering complex, large-scale projects across multiple industries. Expert in full-cycle project delivery from planning and resource allocation to budget control and quality assurance. A strong leader skilled in Agile and traditional methodologies, with a focus on driving efficiency, managing client relationships, and mentoring teams to exceed project goals.

KEY SKILLS

- **Project & Program Management**: Full Project Lifecycle, Scope & Budget Control, Scheduling, Risk Management, Quality Assurance, Performance Metrics (KPIs/OKRs), RFP Analysis, End-to-End Execution.
- **Stakeholder & Client Relations**: Client Liaison, C-Level Reporting, Cross-Functional Collaboration, Relationship Management, Onboarding, Requirements Gathering, Status Updates.
- **Leadership & Team Development**: Team Leadership (+100 members), Mentoring & Coaching, Resource Planning & Staffing, Performance Improvement, Global & Distributed Teams.
- **Methodologies & Tools**: SAFe, Scrum, Kanban, Waterfall, Hybrid Models, Jira, Confluence, MS Teams, Slack.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company using AI and innovative software development to help organizations reinvent their industries and stay ahead of the curve.

- Directed large-scale digital transformation programs for clients like Royal Caribbean, managing project scope, budget, and schedules to ensure on-time, high-quality delivery.
- Led global, cross-functional teams of over 100 engineers, improving performance and cost efficiency through adaptive quarterly roadmaps and rigorous PI planning.
- Served as the primary client liaison for major portfolios in retail and finance, translating complex project goals into clear executive-level RAG status reports.

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

A software development firm specializing in cloud-based solutions, big data, and streaming services for media, sports, and healthcare industries across the Americas.

- Managed the end-to-end delivery of complex cloud-based media platforms for clients like Concacaf, overseeing project inception, resourcing, and successful production launch.
- Implemented Agile project management frameworks, leading to improved team velocity and predictable delivery of key features for mission-critical healthcare applications.
- Drove client satisfaction by establishing robust hyper-care and production support processes, ensuring system stability and reliability for high-availability platforms.

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

A technology company delivering integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors, enhancing operational efficiency and security.

- Led the full lifecycle for a hardware/software solution for the Colombian Police, delivering over 3,000 bodycam units and management software under government contract constraints.
- Directed project planning, quality, and implementation, ensuring strict compliance with technical specifications and regulatory requirements for public safety contracts.

- Managed operations, deployment, and customer support workflows, ensuring high system uptime and successful adoption across multiple cities and healthcare facilities.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A Software-as-a-Service (SaaS) provider delivering comprehensive Point-of-Sale (POS) and business management solutions for over 1,000 small businesses in Latin America.
- Led the complete software development life cycle (SDLC) for a flagship SaaS product, directly managing development, quality assurance, and release schedules.
- Spearheaded product implementation and adaptation for over 1,000 businesses in retail and fitness, increasing market penetration and customer retention.
- Provided hands-on technical leadership, including coding and code reviews, to ensure the delivery of a robust, scalable, and secure platform.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in South America, providing wellness services to a large member base across Colombia, Peru, and Chile.
- Managed technology infrastructure and platform operations across 60+ sites, ensuring high availability for critical business systems, including CRM and access control.
- Led the implementation of a company-wide Dynamics CRM & ERP system, improving business processes and data management for a large-scale fitness operation.
- Established and directed the IT Service Desk, significantly improving ticket resolution rates and internal user satisfaction through standardized support protocols.

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.