

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 15+ years of experience leading global teams and delivering complex digital and systems-integration projects across diverse industries. Expert in full-lifecycle project delivery, from strategic planning and financial oversight to execution and risk management. Skilled in managing large-scale staffing and fostering C-level communication to drive project success in high-stakes environments.

KEY SKILLS

- **Program & Project Management:** End-to-End Project Lifecycle, Risk Mitigation, Budget & Cost Control, Strategic Planning, KPI/OKR Reporting.
- **Leadership & Stakeholder Relations:** Large-Scale Team Leadership (100+), Global & Remote Team Coordination, C-Level Communication, Vendor Management.
- **Project Management Methodologies:** Agile (SAFe, Scrum of Scrums, Kanban), Hybrid Models, Traditional Waterfall Planning.
- **PM Software & Platforms:** Jira, Confluence, Asana, MS Teams, Slack, Azure DevOps.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering AI-powered consulting and software development services to help organizations reinvent themselves and unleash their potential.

- Led multi-million dollar portfolios for clients like Royal Caribbean, managing project constraints across budget, scope, and schedule to ensure on-time, high-quality delivery.
- Drove a 40% performance improvement on a major e-commerce platform by implementing adaptive quarterly roadmaps and rigorous KPI tracking for a 30+ person team.
- Directed full-cycle project staffing for 150+ roles, from requirement definition to onboarding, building high-performance teams for large-scale banking and retail initiatives.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native applications, Big Data solutions, and media streaming services for sports and healthcare clients.

- Managed end-to-end delivery of fixed-price projects for clients like Concacaf, overseeing development from RFP and proposal to production launch and support.
- Implemented Scrum methodologies for cross-functional teams, improving delivery predictability and stakeholder transparency for critical media streaming services used by thousands of fans.
- Directed the development of a voice-to-text platform for healthcare, reducing documentation time for medical professionals and improving patient data accuracy.

Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Led project execution under government contracts for the Colombian Police, delivering a bodycam system for over 3,000 officers, ensuring compliance and on-time delivery.
- Directed the full hardware/software development lifecycle, from firmware creation to web application management, coordinating both development and field operations teams.
- Deployed a nurse call system across 10+ hospitals, integrating new hardware with existing systems to improve patient care and staff communication speed.

Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.*A SaaS provider that developed and scaled a comprehensive Point-of-Sale (POS) and management platform for small and medium-sized businesses in LATAM.*

- Led the entire software development life cycle for a SaaS POS product, growing the user base to over 1,000 businesses across multiple industries.
- Managed product implementation and adaptation for diverse business needs, reducing onboarding time for new clients and increasing customer retention.
- Directed a 30-person team, including hands-on technical leadership, to manage all development, quality assurance, releases, and operational support workflows.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.*A leading chain of health and fitness centers across South America, providing comprehensive wellness services to a large member base.*

- Managed technology infrastructure deployment, including networking and security systems, across more than 60 new sites in three countries, supporting rapid company expansion.
- Led the technical implementation of Microsoft Dynamics CRM & ERP systems, automating billing and improving member data management for thousands of users.
- Established and led the IT Service Desk, defining operational workflows and improving system uptime and ticket resolution rates for all corporate 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.