

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading global teams in delivering complex AI/ML, data, and digital transformation projects. Expert in creating trusted advisor relationships with enterprise clients in finance, healthcare, and retail. Skilled in Agile (SAFe, Scrum) and Waterfall methodologies, with strengths in end-to-end project execution, C-level reporting, and P&L oversight.

KEY SKILLS

- **Client & Engagement Management:** Enterprise Client Relations, C-Suite Stakeholder Reporting, Strategic Planning, RFP Analysis, P&L Oversight, SOW & SLA Management.
- **Project & Program Management:** Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Methodologies, End-to-End SDLC, Global Team Leadership (+100), Proactive Risk Mitigation.
- **AI & Data Engineering:** AI/ML Data Workflows, Generative AI & Chatbots, Data Ingestion & Transformation, Cloud Platforms (AWS, GCP), LLM Integration.
- **Industry & Technology Expertise:** Finance, Healthcare, Retail, Travel & Hospitality, Public Safety; JIRA, Confluence, AEM, Salesforce, SAP, SonarQube.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses and deliver large-scale software solutions for global enterprise clients.

- Led a Google AI chatbot integration for Royal Caribbean, enhancing guest services and tailoring advertising, managing three globally distributed teams on fixed-price contracts.
- Drove 40% e-commerce performance improvement for Dick's Sporting Goods by implementing Core Web Vitals, managing a +30-person offshore team on a T&M engagement.
- Directed 150-person team staffing and Scrum of Scrums implementation for Banco de Chile, managing a datacenter migration and new app feature delivery.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development consultancy specializing in cloud-native solutions, big data analytics, and media streaming services for North and South American clients.

- Launched media and streaming apps for Concacaf using AWS, managing end-to-end product delivery and hyper-care support for a seamless fan experience.
- Deployed AWS Polly voice-to-text services for healthcare clients, improving clinical documentation speed and streamlining surgery event management for multiple hospitals.
- Managed DICOM imaging data transfers to AWS and integrated with a 3D visualizer, providing clinicians with faster, more reliable access to patient data.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT solutions provider developing integrated hardware and software for public safety, law enforcement, and healthcare sectors, focusing on real-time data and monitoring.

- Led end-to-end SDLC for 3,000+ bodycams for Colombian Police, incorporating facial recognition AI to enhance officer safety and evidence collection capabilities.
- Deployed an integrated asset tracking and nurse call system across 10+ hospitals, using RFID and Bluetooth to improve patient care response times.

- Managed firmware development and a web management platform for bodycams, enabling real-time streaming, geolocalization, and alerts for operational command centers.

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 wellness industries across LATAM.

- Architected and led the full SDLC for a SaaS POS platform, integrating payments, inventory, and CRM for over 1,000 retail and fitness clients.
- Directed integrations with biometrics, turnstiles, and government tax systems, automating client operations and ensuring regulatory compliance, boosting user adoption and retention.
- Managed a 30-person team, overseeing product development, release management, and customer support, achieving sustained business growth and market penetration.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile with technology-driven member experiences.

- Led a Dynamics CRM & ERP implementation, unifying member data and streamlining billing operations, which supported rapid expansion to 60+ locations.
- Managed the full lifecycle for a biometric access control system, enhancing security and improving member check-in efficiency across all fitness centers.
- Established the IT Service Desk and managed infrastructure (networking, CCTV, IP phoning), ensuring 99% system uptime and operational stability during multi-country growth.

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.