

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with over 10 years of experience leading complex, client-facing software implementations across healthcare, finance, and retail. Expert in delivering AI-driven and SaaS solutions, managing the full project lifecycle from discovery to go-live. Skilled in Agile and hybrid methodologies, stakeholder management, and coordinating cross-functional teams to ensure seamless customer onboarding and long-term success.

KEY SKILLS

- **Project & Implementation Management:** End-to-end Delivery, Project Planning, Risk Management, Scope Control, Stakeholder Communication, Onboarding, Go-Live.
- **Methodologies & Tools:** Agile (SAFe, Scrum, Kanban), Hybrid, Waterfall; Jira, Confluence, Asana, MS Teams, Slack.
- **Technical & Industry Expertise:** SaaS Implementation, AI & GenAI Solutions, Healthcare IT (HL7, DICOM), Cloud (AWS, GCP), SDLC.
- **Leadership & Collaboration:** Cross-Functional Team Coordination, Executive Reporting (KPIs/OKRs), Client Relationship Management, Process Improvement.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative software solutions to help organizations reinvent their industries and stay ahead of the curve.

- Directed end-to-end delivery of a Google AI chatbot for Royal Caribbean, enhancing guest services and tailoring advertising for improved customer engagement.
- Led a +30-person team to improve Dick's Sporting Goods' e-commerce performance by 40% through adaptive quarterly roadmaps and PI planning execution.
- Managed the project lifecycle for a data center migration to GCP for Banco de Chile, ensuring a seamless transition and improved data warehousing capabilities.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company creating custom cloud-based solutions and big data applications for clients in the media, sports, and healthcare industries.

- Implemented a cloud-based media center for Concacaf using AWS, delivering live streaming and news services to a broad international fanbase.
- Deployed a voice-to-text application for healthcare professionals, integrating AWS Polly to improve clinical documentation speed and accuracy for multiple hospitals.
- Managed the integration of medical imaging devices with AWS cloud infrastructure, utilizing DICOM standards to centralize patient data for improved diagnostics.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT firm specializing in integrated hardware and software solutions for public safety, law enforcement, and healthcare operational management in Colombia.

- Led development and deployment of a bodycam system for the Colombian Police, including firmware, management software, and real-time streaming capabilities.
- Deployed the bodycam solution for over 3,000 officers, leading operations and support to enhance officer accountability and ensure on-time delivery under regulation.

- Implemented a Bluetooth and RFID-based nurse call and asset tracking system in 10+ hospitals, improving patient response times and equipment management.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

My own SaaS company that developed and supported a comprehensive POS solution for over 1,000 small businesses in the retail and fitness sectors.

- Architected and managed the full SDLC for a SaaS-based POS system, serving over 1,000 businesses with integrated payments, inventory, and CRM.
- Led the technical team in coding and release management, directly contributing to product stability and the launch of new features for clients.
- Spearheaded integrations with biometrics and accounting apps, automating billing processes and reducing data entry time for restaurant and fitness center clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across three countries with a focus on technology-driven member services.

- Managed the technology infrastructure rollout for 60+ new sites, including networking, security, and IP phoning, supporting rapid company expansion.
- Led the implementation of Microsoft Dynamics CRM & ERP, centralizing member data and billing processes to improve operational efficiency and member retention.
- Established and led the IT Service Desk, implementing support workflows that improved system uptime and achieved a high internal user satisfaction score.

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.