

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital projects across finance, retail, and travel industries. Expert in managing large-scale initiatives, including payment systems, cloud migrations, and AI solutions. Strengths in full-cycle project delivery, Agile (SAFe, Scrum) and traditional methodologies, executive reporting, and financial oversight, consistently ensuring projects meet time, cost, and quality targets.

### **KEY SKILLS**

- **Project & Portfolio Management:** End-to-End Project Lifecycle, Budget & Cost Control, Risk Management, Stakeholder Engagement, RAG Status Reporting, RFP & Proposal Management.
- **Methodologies & Frameworks:** SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall & Hybrid Models.
- **Technical & Domain Expertise:** Payments & Financial Systems, E-commerce Platforms, Cloud Technologies (AWS, GCP), AI & Generative AI Solutions, Full SDLC Management.
- **Tools & Platforms:** Jira, Confluence, MS Teams, Slack, Azure DevOps, AEM.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company focused on reinventing businesses through innovative technology solutions, specializing in AI, software development, and digital transformation for leading brands.*

- Led digital transformation for Royal Caribbean, launching AI chatbots and payment features, improving guest experience and driving ancillary onboard revenue through timely releases.
- Drove a 40% e-commerce performance boost for Dick's Sporting Goods by optimizing Core Web Vitals and streamlining checkout processes with Agile teams.
- Managed a 100+ person team for Banco de Chile, overseeing data migration to GCP and launching new mobile banking features, ensuring project delivery and quality.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm delivering custom cloud-based solutions, Big Data analytics, and streaming services to clients in media, sports, and healthcare industries.*

- Directed end-to-end development of a media platform for Concacaf, integrating AWS streaming and data services, launching successfully for major championships.
- Launched an AWS-based voice-to-text application for healthcare clients, improving clinical documentation efficiency and reducing physician data entry time by automating transcription.
- Managed project to integrate medical imaging devices (DICOM) with AWS cloud, enabling a secure patient portal and improving diagnostic data accessibility.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.*

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices with real-time streaming, enhancing officer safety and evidence collection.
- Oversaw development and deployment of an IoT nurse-call system in 10+ hospitals, improving patient-staff communication speed and boosting patient satisfaction scores.
- Managed integration of RFID asset tracking with hospital systems, reducing equipment loss by 20% and improving operational efficiency in patient flow management.

## **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider offering a comprehensive POS platform with payment processing and business management tools for over 1,000 SMBs in retail and wellness.*

- Led the full SDLC for a POS SaaS platform, integrating payment processing and expanding features, resulting in adoption by over 1,000 small businesses.
- Spearheaded integration of the POS system with government tax APIs, automating compliance and financial reporting for clients and reducing manual effort by 50%.
- Managed hands-on development of an inventory management module, decreasing stock discrepancies by 30% and improving order accuracy for restaurant and retail clients.

## **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, leveraging technology to enhance member experience across 60+ locations in three countries.*

- Directed the implementation of a custom CRM and billing software, automating member payments and increasing on-time collections by 25% through streamlined processes.
- Led the technology infrastructure rollout for 60+ new sites across Colombia, Peru, and Chile, delivering full operational readiness on schedule and within budget.
- Managed the life cycle of a biometric access control system, improving security and reducing unauthorized access while speeding up member check-in times by 40%.

## **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.