

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading complex technology integration projects in regulated industries, including Finance and Healthcare. Expert in managing governance, risk, and compliance frameworks within large-scale initiatives. Skilled in Agile and Waterfall methodologies, end-to-end project delivery, executive reporting, and financial oversight for cross-functional teams.

KEY SKILLS

- **Project & Program Management:** End-to-End Project Delivery, Stakeholder Engagement, Budgeting & Scheduling, Process Improvement, Executive Reporting, Team Leadership.
- **Governance, Risk & Compliance:** Risk & Issue Management, Mitigation Strategies, Compliance Frameworks, Regulatory Projects, Audit Documentation, Process Automation.
- **Methodologies & Tools:** Agile (Scrum, Kanban, SAFe), Waterfall, Hybrid Models, Jira, Confluence, Microsoft Project, Azure DevOps (ADO).
- **Technical & Industry Acumen:** Financial Services (Banking), System Integrations, Salesforce, Data Warehouse, Cloud Platforms (AWS, GCP, Azure), SDLC, AI Solutions.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company reinventing business through innovative technology and AI solutions, delivering software development and digital transformations for global clients.

- Managed governance for banking client Banco de Chile, leading 100+ engineers in a complex data center migration and data warehouse implementation under hybrid methodologies.
- Drove a 40% e-commerce performance increase for Dick's Sporting Goods by managing the full SDLC and delivering Core Web Vitals improvements on schedule.
- Directed a portfolio for Royal Caribbean, leading three offshore teams to deliver AI-powered guest applications, improving user engagement through on-time feature releases.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software firm specializing in cloud-native applications, big data solutions, and AI-driven services for the media, sports, and healthcare industries.

- Led end-to-end delivery of media streaming and data platforms for Concacaf, integrating multiple AWS services to support live matches and media management.
- Managed integration projects for multiple healthcare clients, connecting medical devices to AWS and implementing voice-to-text applications, improving clinical workflow efficiency.
- Established project management frameworks, defining and staffing teams for 10+ positions and implementing Scrum to ensure timely, high-quality product delivery on fixed-price contracts.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare organizations.

- Directed the project lifecycle for a law enforcement bodycam solution, managing firmware and software development for 3,000+ devices under government contract regulations.
- Led a team of 10+ to develop and deploy an integrated nurse-call system in over 10 hospitals, improving patient care response times.

- Oversaw operations and deployment workflows for all products, ensuring quality control and support for mission-critical systems in regulated environments.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider that developed, implemented, and supported a point-of-sale (POS) and management platform for over 1,000 small businesses in LATAM.

- Led the complete SDLC for a SaaS POS platform, integrating payment processing, inventory, and CRM functions to streamline operations for 1,000+ businesses.
- Directed product implementation across fitness, retail, and restaurant sectors, achieving widespread adoption and ensuring seamless integrations with third-party accounting and order apps.
- Managed technical and support teams for the SaaS product, maintaining high system uptime and leading hands-on coding, code review, and release management.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services across more than 60 locations in multiple countries.

- Led the implementation of Microsoft Dynamics CRM & ERP, integrating business processes and improving data management across a multi-national enterprise.
- Managed the lifecycle for a custom access control system, integrating biometrics and software across 60+ sites to enhance security and operational efficiency.
- Established and led the IT Service Desk and managed all technology infrastructure, ensuring operational continuity and high system uptime for all business 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.