

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Certified Scrum Master (A-CSM, SAFe) with 8+ years of experience leading and coaching high-performing teams in data-centric and analytics-driven environments. Expert in facilitating Scrum ceremonies, removing impediments, and fostering a culture of continuous improvement to deliver innovative data assets on cloud platforms like AWS.

### **KEY SKILLS**

- **Agile & Scrum Mastery:** Scrum, Kanban, SAFe; Ceremony Facilitation, Impediment Removal, Backlog Prioritization, Agile Coaching & Mentorship.
- **Data & Analytics Environments:** Data Governance, Data Quality, Data Lifecycle, Data Warehouse & Pipeline Development (AWS, GCP).
- **Tools & Platforms:** Jira, Confluence, Asana, AWS, Snowflake (familiarity), SQL, CI/CD, DevOps Practices.
- **Leadership & Collaboration:** Stakeholder Liaison, Conflict Resolution, Team Self-Organization, Continuous Improvement, Servant Leadership.

### **PROFESSIONAL EXPERIENCE**

#### **Scrum Master**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company focused on reinventing businesses through innovative technology solutions and AI, serving top global brands across various industries.*

- Led 5 teams as Chief Scrum Master for Banco de Chile, facilitating the development of a data warehouse, data lake, and Power BI solutions.
- Coached a 30+ person team for Royal Caribbean using SAFe, improving team velocity and delivering an AI-powered Digital Concierge on time and within budget.
- Championed Scrum of Scrums for Dick's Sporting Goods, resolving dependencies and improving e-commerce platform performance by 40% through agile delivery.

#### **Scrum Master**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development company delivering scalable architecture and custom solutions for clients in media, healthcare, and sports.*

- Facilitated Scrum ceremonies for a team developing data-intensive healthcare apps on AWS, including voice-to-text and medical imaging (DICOM) data integrations.
- Guided a team in building a media platform for Concacaf using AWS data services (DynamoDB, Athena), increasing fan engagement through new features.
- Implemented Scrum, coached the team on Agile principles, and improved delivery predictability for multiple data-centric projects, leading to successful, on-time releases.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*An innovation and technology company developing integrated hardware and software solutions for public safety and healthcare sectors.*

- Led development of a law enforcement bodycam system using Kanban, managing the data lifecycle from capture to cloud storage for over 3,000 devices.
- Managed delivery of a hospital asset tracking system using RFID, coordinating hardware and software teams to provide real-time data for improved operations.
- Directed the full SDLC for a SaaS-based patient flow tracking board, integrating with hospital systems to improve communication and reduce wait times.

## **Technical Project Manager**

08/2012 - 12/2018

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

*A software house that created and scaled a SaaS POS solution for over 1,000 businesses in retail, fitness, and hospitality.*

- Led the software development life cycle for a SaaS POS platform, managing development and releases that resulted in adoption by over 1,000 businesses.
- Coordinated all technical aspects of the product, including integrations with payment processors, hardware devices, and third-party accounting applications.
- Directed the operations and support workflow, ensuring high system uptime and customer satisfaction for a large and diverse user base.

## **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*The leading fitness chain in the Andean region, operating over 140 health clubs that provide holistic fitness, wellness, and medical services.*

- Directed the technical implementation of Microsoft Dynamics CRM and ERP, overseeing data migration and system integrations for a 270,000+ member database.
- Managed the lifecycle for a custom CRM and billing software, which automated processes and increased member retention through improved data management.
- Led IT infrastructure and service desk operations for 60+ sites, achieving high system uptime and improving ticket resolution rates through process optimization.

## **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.