

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience delivering complex digital transformations for marketing, retail, and hospitality clients. Expert in Agile methodologies, excelling in end-to-end project delivery, client relationship management, and financial oversight for digital campaigns and applications.

KEY SKILLS

- **Project & Account Management:** Client Relationship Management, Scope Definition & Control, Budget & Financial Management, C-Level & Stakeholder Reporting, Resource Planning, Risk Management.
- **Agile & Project Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Hybrid (Waterfall/Scrum), PI Planning, Sprint Planning & Execution, Retrospectives.
- **Project Management & Collaboration Tools:** Jira, Workfront, Confluence, Asana, MS Office Suite, Slack, MS Teams.
- **Technical & Digital Acumen:** SDLC Management, CMS (AEM, WordPress), Cloud Platforms (AWS, GCP), Mobile & Web App Development, AI & GenAI Solutions, E-commerce Platforms.

PROFESSIONAL EXPERIENCE

Senior 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 global brands.

- Managed a digital portfolio for Royal Caribbean, leading 3 offshore teams to deliver AI chatbots and mobile apps, enhancing guest experience and onboard services.
- Drove e-commerce platform enhancement for Dick's Sporting Goods, improving Core Web Vitals by 40% and boosting site performance via adaptive quarterly roadmap execution.
- Directed a 100+ person program for Banco de Chile, implementing Scrum of Scrums to launch new mobile banking features and a pioneering metaverse branch.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software consulting firm creating custom digital solutions, focusing on cloud services, big data, and media streaming for sports and healthcare industries.

- Led the development of a media streaming platform for Concacaf, utilizing AWS to deliver live matches and statistics, significantly increasing fan engagement across platforms.
- Managed delivery of healthcare imaging integrations using AWS Polly and DICOM, improving data access and implementing voice-to-text assisted procedures for clinicians.
- Established and staffed high-performing teams, implementing Scrum to deliver multiple fixed-price projects on time and budget, ensuring high client satisfaction and retention.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions, including bodycams and IoT devices for public safety and healthcare operational management.

- Led end-to-end development of a bodycam system for the Colombian Police, deploying over 3,000 devices and enhancing officer accountability through new technology.
- Directed the implementation of IoT-based nurse call systems in 10+ hospitals, using Bluetooth/RFID to track assets and reduce patient response times.

- Spearheaded the full SDLC and managed operations, leading teams hands-on to ensure on-time delivery and compliance under strict government contract regulations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software for restaurants, fitness, and retail, specializing in customized integrations for small business efficiency.

- Owned the complete SDLC for a SaaS POS product, scaling the solution to over 1,000 small businesses across LATAM through continuous feature development.
- Led technical integrations with biometrics, payment processors, and accounting apps, automating billing and inventory management to reduce clients' manual entry time.
- Managed development and operations teams hands-on, providing technical leadership and customer support to maintain high client retention and drive consistent product adoption.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain across LATAM, focused on enhancing member experience through technology-driven services and operational excellence.

- Directed IT infrastructure and service desk implementation across 60+ sites in 3 countries, achieving high system uptime and supporting rapid company expansion.
- Led the life cycle for a custom CRM and billing software, integrating access control with biometrics to streamline member check-in and automated management.
- Acted as technical lead for the Microsoft Dynamics CRM & ERP implementation, unifying business operations and improving data-driven decision-making for corporate leadership.

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.