

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex digital initiatives across the healthcare, non-profit, and technology sectors. Expert in full-cycle program management, from securing funding via proposals to execution and sponsor reporting. Excels in agile, fast-paced environments, managing multiple projects to drive mission-focused outcomes and community impact.

KEY SKILLS

- **Program & Project Management:** Full-Cycle Execution, Strategic Planning, Budget & Resource Management, Timelines, Risk Mitigation, Reporting, G Suite, Slack.
- **Stakeholder & Sponsor Engagement:** C-Level Reporting, Cross-Functional Collaboration, Partner Management, Sponsor Relations, Needs Assessment.
- **Agile & Adaptive Methodologies:** Scrum, Kanban, SAFe, Hybrid Models, Continuous Improvement, Creative Problem-Solving, Scrappy Execution.
- **Industry Expertise & Technologies:** Healthcare, Wellness, Non-Profit Advocacy, Patient Portals, System Integrations, AWS, AI-Driven Solutions.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to help organizations reinvent themselves and unleash their potential across various industries.

- Led program delivery for Royal Caribbean, launching AI chatbots and guest apps, enhancing user experience and improving onboard service efficiency for thousands of passengers.
- Drove a 40% e-commerce performance boost for Dick's Sporting Goods by managing the development and release of critical core web vitals and platform improvements.
- Managed large-scale staffing and scrum implementation for over 150 positions at Banco de Chile, ensuring project alignment and on-time delivery for complex initiatives.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in custom cloud solutions, big data, and media services for clients in the sports and healthcare industries.

- Launched a patient portal for multiple clinics, integrating AWS voice-to-text and DICOM imaging, improving physician workflow and reducing documentation time by 30%.
- Directed the end-to-end development of a media streaming platform for Concacaf, delivering live matches and news to a large international fan base.
- Managed project lifecycle for healthcare AI applications, including voice-assisted procedures, enhancing operational efficiency and accuracy in surgical environments.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety and healthcare sectors.

- Led the full SDLC and deployment of 3,000+ bodycams for the Colombian Police, improving officer safety and evidence collection through real-time streaming.
- Implemented a nurse call system across 10+ hospitals, integrating Bluetooth and RFID devices, which improved patient response times and asset tracking accuracy.

- Oversaw product development, ensuring on-time delivery and support under strict government contracts and healthcare regulations, which enhanced compliance and client trust.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider I co-founded, delivering POS and management software for over 1,000 small businesses in the fitness, retail, and restaurant sectors.

- Architected and managed the SDLC for a comprehensive SaaS POS platform, automating billing and inventory, increasing member retention for fitness clients by 25%.
- Led technical integrations with biometrics, payment processors, and accounting apps, streamlining operations and reducing data entry time for over 1,000 SMBs.
- Directed a 30-person team in an entrepreneurial environment, handling everything from coding to client support, driving product adoption and growth across Latam.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services and facilities to a large member base across multiple countries.

- Managed the IT infrastructure expansion to over 60 sites across Colombia, Peru, and Chile, ensuring 99% uptime for all business-critical systems.
- Led the software development lifecycle for the company's CRM and billing systems, supporting a growing member base and improving data accuracy for marketing campaigns.
- Implemented a full-scale IT service desk and biometric access control system, improving security and resolving 95% of support tickets within the defined SLA.

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.