

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Technical Project Manager with 10+ years of experience delivering complex digital transformations in the healthcare sector. Expert in leading global teams through the full SDLC for cloud (AWS/GCP), AI, and EHR-integrated solutions. Combines a technical background in Java and Python with deep experience in healthcare consulting, requirements analysis, and executive reporting. A track record of driving client success by managing project scope, budget, and timelines in fast-paced environments.

KEY SKILLS

- **Healthcare & Life Sciences:** Healthcare Consulting, EHR Systems Integration (HL7, DICOM), Digital Patient Solutions, Vendor Analysis, HIPAA-Compliant Architectures.
- **Project & Program Management:** Agile (SAFe, Scrum, Kanban), Waterfall/Hybrid, Scope & Budget Management, Executive Reporting (KPIs/OKRs), Risk Management, RFP Analysis.
- **Technical Acumen & Platforms:** Cloud Platforms (AWS, GCP), Java, Python, Springboot, SQL/NoSQL, API Development, SDLC Management, CI/CD Tools.
- **Leadership & Team Management:** Global Team Leadership (+100), Cross-Functional Collaboration, Stakeholder Engagement, Talent Staffing & Development, Coaching & Mentoring.

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

Global AI-first consulting and software development company creating digital journeys for top-tier organizations in finance, retail, travel, and healthcare industries.

- Led a Google AI Chatbot integration for Royal Caribbean, enhancing guest services and tailoring advertising, which improved customer engagement and onboard revenue.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals optimization, directly increasing user satisfaction and sales.
- Managed a complex data center migration to GCP for Banco de Chile with a +100 person team, ensuring business continuity and enabling advanced analytics.

Senior Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A specialized software consultancy delivering custom cloud solutions, Big Data analytics, and digital media services for the healthcare and sports media industries.

- Directed the development of a voice-to-text application for clinicians, reducing documentation time by over 50% and improving accuracy in patient records.
- Engineered a DICOM-to-AWS data transfer solution for multiple hospitals, enabling a secure, scalable patient imaging portal and improving diagnostic access.
- Launched a live streaming and media management platform on AWS for Concacaf, expanding fan reach and creating new digital revenue streams.

Senior Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

Innovative firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare, specializing in IoT and real-time data.

- Led the full SDLC for a bodycam system for 3,000+ officers, enhancing operational oversight and evidence management through real-time streaming and geolocalization.
- Deployed a Bluetooth/RFID nurse-call and asset tracking system in 10+ hospitals, improving patient response times and optimizing equipment utilization.

- Managed development of a patient flow tracking board integrated with hospital systems, reducing patient wait times and improving communication for medical teams.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

SaaS provider delivering POS, CRM, and business management software for over 1,000 small businesses in the retail, fitness, and health sectors.

- Led the full SDLC for a SaaS POS platform with payment and biometric integrations, automating billing and improving operational efficiency for clients.
- Directed hands-on implementation for 1,000+ businesses, delivering customized solutions that increased customer retention and streamlined inventory management.
- Managed the operations and support workflow for the entire product suite, achieving 99.9% system uptime and high customer satisfaction across LATAM.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile with a technology-driven approach.

- Spearheaded a Dynamics CRM & ERP implementation, unifying customer data and billing, which increased member retention and streamlined financial reporting.
- Managed the technology infrastructure rollout for 60+ new sites, including networking and security, ensuring scalable and reliable operations for business expansion.
- Established the IT Service Desk and implemented a biometric access control system, improving ticket resolution rates and enhancing facility security.

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.