

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience delivering complex digital transformations for global companies in the finance, healthcare, and retail industries. Expert in designing and implementing project governance frameworks and strategic plans for large-scale initiatives. Strengths in Agile methodologies (SAFe, Scrum), executive reporting, and leading cross-functional teams to exceed business objectives.

KEY SKILLS

- **Project & Governance Frameworks:** SAFe, Scrum, Kanban, Waterfall-Hybrid, Risk Management, Governance Modeling, Decision-Making Processes, Escalation Path Definition, Compliance Management.
- **Strategic & Operational Planning:** End-to-End Project Planning, Scope & Schedule Management, Budget & Resource Planning, KPI & OKR Definition, Quarterly Roadmapping, Business Operations.
- **Stakeholder & Team Leadership:** Executive Reporting (RAG), Stakeholder Engagement, Workshop Facilitation, Cross-Functional Team Leadership, Communication Planning, Vendor & Offshore Team Management.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Slack, AWS, Google Cloud, AI Implementations (Chatbots, GenAI), SDLC, CI/CD, AEM, Salesforce.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to help organizations reinvent their business and industry through innovative technology solutions.

- Led governance and planning for Royal Caribbean, defining KPIs and PI roadmaps, ensuring on-time delivery of features for guest-facing mobile applications.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading the implementation of Core Web Vitals and agile ceremonies.
- Directed large-scale team staffing and implemented Scrum of Scrums for Banco de Chile, managing +100 engineers to deliver complex financial technology solutions.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud services, big data, and custom applications for the media, sports, and healthcare industries.

- Managed end-to-end development of Concacaf's media and streaming platform, defining project scope and delivering products from conception to production support.
- Implemented Scrum and project controls for healthcare clients, delivering critical integrations for medical imaging, improving clinical workflow efficiency and data access.
- Led proposal creation and team staffing for 10+ positions, securing new projects and establishing operational frameworks for successful delivery and client satisfaction.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company creating integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Directed the full SDLC for a bodycam system for the Colombian Police, ensuring compliance with government contracts and deployment of 3,000+ units.

- Led project planning and implementation for a nurse call system across 10+ hospitals, improving patient care response times and communication speed.
- Managed both software development and operations support workflows, creating a robust framework for product releases, customer support, and system deployments.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software solutions tailored for restaurants, fitness, beauty, and health centers throughout Latin America.

- Spearheaded the end-to-end SDLC for a SaaS POS product, leading to successful implementation and adoption by over 1,000 small businesses.
- Managed technical integrations with biometrics and payment processors, expanding product functionality which increased market competitiveness for client businesses.
- Led technical teams hands-on through coding and release cycles, establishing operational support workflows that improved system stability and customer satisfaction.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers in Latin America, focused on providing comprehensive wellness services and medical fitness training.

- Directed technology infrastructure expansion to over 60 sites across Colombia, Peru, and Chile, establishing a scalable platform for business growth.
- Led the implementation of Dynamics CRM and ERP systems, centralizing customer data and automating billing, which reduced data entry time.
- Established and managed the IT Service Desk, implementing support protocols that enhanced system uptime and improved the internal satisfaction score.

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.