

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Technical Program Manager with 10+ years of experience leading complex, end-to-end technical initiatives for global organizations. Expert in steering cross-functional engineering teams through fast-paced Agile environments (SAFe, Scrum) to deliver cloud, AI, and system integration solutions. Excels at strategic planning, dependency management, and translating technical complexity into clear, data-driven decisions for stakeholders at all levels. Passionate about driving operational excellence and achieving ambitious program outcomes across diverse industries.

### **KEY SKILLS**

- **Program & Project Management:** Agile (Scrum, SAFe, Kanban), End-to-End Execution, Strategic Planning, Risk & Dependency Management, UAT Facilitation.
- **Technical & Domain Acumen:** SDLC Management, Cloud Platforms (AWS, GCP), AI-Driven Solutions (GenAI, Chatbots), System & API Integration.
- **Leadership & Operations:** Cross-Functional Team Leadership, C-Level & Executive Reporting, Quarterly & Annual Roadmapping, Operational Excellence, Budget Oversight.
- **Tools & Technologies:** Jira, Confluence, Asana, Lucidchart, MS Teams, Slack, Github, Firebase, SQL.

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company using AI and innovative technologies to reinvent businesses and help organizations transform for the future at scale.*

- Led program delivery for Royal Caribbean's guest app, aligning 3 offshore teams on a unified roadmap, ensuring on-time feature releases and improved experience.
- Drove a 40% e-commerce performance boost for Dick's Sporting Goods by spearheading Core Web Vitals initiatives and optimizing cross-team dependency management.
- Directed end-to-end data platform migration to GCP for Banco de Chile, managing +100 engineers and communicating program status to C-level stakeholders.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

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

- Managed end-to-end development of a media streaming platform for Concacaf on AWS, delivering live match features which increased overall fan engagement.
- Launched a voice-to-text AI application for healthcare clinics, integrating AWS Polly to improve physician documentation speed and reduce administrative overhead.
- Orchestrated delivery of a medical imaging integration solution, improving data accessibility for clinicians and streamlining patient diagnostic workflows across multiple hospitals.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company delivering integrated hardware and software solutions for public safety, law enforcement, and healthcare operational management.*

- Led the full SDLC for a bodycam system for the Colombian Police, delivering a solution for over 3,000 officers, enhancing officer safety.
- Managed development and deployment of an IoT-based nurse call system in 10+ hospitals, significantly reducing patient wait times and improving critical communications.

- Directed a cross-functional team in developing integrated hardware/software solutions, from firmware to cloud applications, ensuring seamless end-to-end system performance and reliability.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider offering point-of-sale (POS) and business management software for small to medium-sized businesses in retail, fitness, and wellness sectors.*

- Owned the entire SDLC for a flagship SaaS POS product, leading to successful adoption by over 1,000 small businesses across Latin America.
- Directed development of complex integrations for payment processing, biometrics, and accounting apps, increasing the product's marketability and customer retention.
- Led technical and operational support teams, establishing workflows that improved system uptime and maintained high customer satisfaction for a growing user base.

### **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 thousands of members across multiple countries.*

- Managed technology infrastructure and platform stability across 60+ sites in 3 countries, ensuring high availability for all business-critical systems and services.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, streamlining billing and member management, which improved operational efficiency and data accuracy.
- Architected and developed a custom access control system using biometrics, securing facilities and automating member check-in, which reduced manual processing time.

### **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.