SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex, full-lifecycle IT projects for regulated sectors including healthcare, public safety, and finance. Expert in Agile and hybrid methodologies, adept at managing cross-functional teams, project financials, and risk to deliver mission-critical solutions. Skilled in translating technical requirements for government and executive stakeholders, ensuring strict compliance and data integrity.

KEY SKILLS

- **Project & Program Management**: Agile (Kanban, Scrum, SAFe), Hybrid Methodologies, Full SDLC Management, Risk & Financial Management, Stakeholder & Executive Reporting, RFP & Proposal Development.
- **Regulated Environments & Compliance**: Public Sector & Government Contracts, Healthcare IT (HL7, DICOM), Data Integrity & Security, Compliance & Governance Documentation, Validation Process Oversight.
- **Technical Acumen**: Cloud Platforms (AWS, GCP), System Integration & APIs, Data Migration, SaaS & Enterprise Software (CRM/ERP), AI-Driven Solutions, Lab Informatics Principles.
- **Project Management Tools**: Jira, Confluence, MS Teams, Asana, Slack, Clickup, Azure DevOps.

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering AI-powered technology and software development, helping organizations reinvent businesses and industries through innovative consulting and engineering.

- Directed a complex banking data center migration to GCP, leading a +100-person team and ensuring seamless operations and data integrity for Banco de Chile.
- Managed digital transformation programs for Royal Caribbean, improving guest experience and driving revenue through delivery of AI-chatbot and mobile application features.
- Improved e-commerce platform performance by 40% for Dick's Sporting Goods by implementing Agile methodologies, enhancing customer engagement and core web vitals.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A custom software development firm specializing in cloud solutions, Big Data, and AI applications for the media, sports, and healthcare industries.

- Led the development of a voice-to-text application for clinicians, integrating AWS services to improve documentation efficiency and accuracy for multiple hospital clients.
- Managed the integration of medical imaging systems (DICOM) and patient data platforms (HL7 V2), ensuring secure data transfer and visualization for clinical teams.
- Oversaw end-to-end product delivery for healthcare and media clients, from RFP to production support, consistently meeting project deadlines and budget constraints.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology provider of integrated hardware and software solutions, specializing in IoT and management platforms for the public safety and healthcare sectors.

- Led a public safety project for the Colombian Police, delivering 3,000+ bodycams and a central management system, improving officer accountability and evidence collection.

- Managed project execution based on strict government contract requirements, overseeing the full SDLC, quality assurance, deployment, and operational support.
- Deployed RFID asset tracking and nurse call systems across 10+ hospitals, improving patient response times by 30% and optimizing medical staff workflows.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS company that developed and supported a comprehensive POS and business management software solution for over 1,000 small businesses in the LATAM market.
- Directed the full SDLC for a SaaS POS platform, integrating biometrics and electronic signatures to enhance security and transactional integrity for users.
- Led a +30-person team in the implementation and adaptation of the SaaS solution for over 1,000 businesses across retail and health sectors.
- Established and managed the operations support workflow, ensuring high system uptime and customer satisfaction for a diverse, international client base.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 locations across Colombia, Peru, and Chile with a focus on wellness.
- Managed IT infrastructure and security across 60+ sites, implementing access control with biometrics and leading a major Microsoft Dynamics CRM & ERP deployment.
- Established and led the IT Service Desk, improving ticket resolution times by 40% and supporting thousands of members and staff across the organization.
- Oversaw the development lifecycle for custom CRM and billing software, automating processes which reduced manual data entry time by over 50%.

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.