

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Senior Scrum Master with 10+ years of experience leading cross-functional teams in delivering complex Salesforce CRM and AWS/Java solutions across financial services, retail, and travel industries. Expert in reinvigorating and coaching teams using adaptive Agile methodologies (SAFe, Scrum of Scrums, Kanban). Skilled in end-to-end project delivery, data-driven reporting in Jira, impediment removal, and stakeholder communication. Certified SAFe Agilist and Advanced ScrumMaster (A-CSM) dedicated to driving continuous improvement and championing Agile maturity to achieve key business outcomes.

KEY SKILLS

- **Agile Methodologies & Coaching:** SAFe, Scrum of Scrums, Scrum, Kanban; Agile Coaching & Team Facilitation; Continuous Improvement
- **Technical Domains:** Salesforce CRM, AWS/Java Development, Cloud Services (AWS, GCP), SDLC, System Integration, AI Solutions
- **Project Management Tools:** Jira (Dashboards, KPIs, Burndown Charts), Confluence, MS Teams, Slack, Azure DevOps
- **Industry Expertise:** Financial Services (Banking, Fintech), E-Commerce & Retail, Travel & Hospitality, Healthcare

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company that helps organizations reinvent themselves through innovative software solutions and AI-powered transformations, operating at a global scale.

- Led program delivery for Royal Caribbean, launching AI-driven features and improving guest services by managing distributed teams and aligning execution with quarterly roadmaps.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing delivery with Scrum of Scrums.
- Directed the digital transformation for Banco de Chile, managing a +100 person team to migrate to GCP and deliver new mobile banking application features.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud services (AWS), big data, and media solutions for clients in sports and healthcare, delivering high-impact digital products.

- Launched media and streaming applications for Concacaf using AWS services, managing the full project lifecycle from RFP to hyper-care support, increasing fan engagement.
- Directed development of healthcare imaging and voice-to-text solutions for multiple clinics, leveraging AWS Polly and DynamoDB to improve clinician workflow efficiency.
- Implemented Scrum methodologies and staffed teams of over 10 engineers, consistently delivering project KPIs and ensuring successful product adoption in new markets.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions, including IoT devices and management platforms, for public safety, law enforcement, and healthcare sectors.

- Led the end-to-end development and deployment of over 3,000 bodycam units for the Colombian Police, delivering a full-stack management and streaming platform.

- Deployed nurse-call systems and asset-tracking solutions in 10+ hospitals, improving patient response times and operational efficiency through integrated hardware and custom software.
- Managed the complete SDLC for government contracts, from planning to operations, ensuring on-time delivery and compliance with stringent public sector regulations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider that I co-founded, delivering POS and business management software solutions for over 1,000 small businesses in the retail and wellness industries.

- Architected and led the full SDLC for a SaaS POS platform, integrating payments, inventory, and CRM to serve over 1,000 businesses across LatAm.
- Spearheaded integrations with biometrics, turnstiles, and accounting apps, which streamlined operations and automated billing, increasing client retention by tailoring features to market needs.
- Led a 30-person technical team hands-on, managing coding, quality, releases, and operations, driving product adoption and achieving consistent revenue growth.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, focused on wellness and providing a comprehensive member experience through technology-driven services.

- Managed IT infrastructure deployment for over 60 new sites across three countries, including networking, security, and IP phoning systems, ensuring operational readiness.
- Led the implementation of Microsoft Dynamics CRM & ERP, centralizing member data and billing processes, which improved service delivery and data accuracy for the company.
- Directed the full life cycle for a custom access control system using biometrics and turnstiles, enhancing security and automating member check-in across all locations.

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.