

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Engagement Manager with 10+ years of experience leading strategic enterprise projects and digital transformations across diverse industries. Expert in full-lifecycle SOW management, building C-level trusted advisor relationships, and driving project profitability. Skilled in Agile (SAFe, Scrum), cloud-native solutions, and AI integration to deliver exceptional client value and identify growth opportunities.

KEY SKILLS

- **Client & Engagement Management:** SOW Lifecycle Management, Strategic Account Planning, Client Relationship Building, Upsell & Growth Identification, Executive Presence.
- **Project & Program Delivery:** Agile (SAFe, Scrum, Kanban), Waterfall/Hybrid, Full SDLC Management, Risk Mitigation, Enterprise Software Implementation.
- **Financial & Operational Oversight:** Budgeting & Forecasting, P&L Management, Billable Utilization, Cost Optimization, Process Improvement.
- **Technology & Industry Acumen:** Cloud Platforms (AWS, GCP), AI & GenAI Solutions, SaaS/PaaS, Sales Enablement Platforms (Salesforce), E-commerce.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company focused on reinventing business through innovative technology solutions, specializing in AI-powered software development and large-scale digital transformation for global clients.

- Led a portfolio of projects for Royal Caribbean, launching AI chatbot and guest app features that improved user engagement and increased onboard revenue opportunities.
- Directed an e-commerce platform overhaul for Dick's Sporting Goods, improving Core Web Vitals by 40% and enhancing online sales and customer experience.
- Managed end-to-end project delivery and SOWs for enterprise clients in finance and retail, consistently meeting budget, scope, and timeline targets for profitability.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software consultancy delivering custom cloud-based solutions, specializing in Big Data, AI, and media streaming services for sports and healthcare industries in the Americas.

- Oversaw development of a media and streaming platform for Concacaf, enabling live match streaming and fan engagement for major championships across the region.
- Led AWS cloud-based healthcare projects, implementing voice-to-text and imaging solutions that improved diagnostic workflow efficiency and reduced clinician documentation time.
- Managed fixed-price projects from proposal to production, defining scope, staffing teams, and ensuring on-time delivery to enhance client satisfaction and secure follow-on business.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm creating integrated hardware and software solutions for public safety and healthcare, specializing in IoT devices and real-time data management systems.

- Directed the full product lifecycle for a bodycam system for the Colombian Police, deploying over 3,000 units which improved officer safety and evidence collection.
- Led development of a SaaS-based nurse call system for hospitals, integrating RFID for asset tracking, which streamlined staff communication and reduced patient response times.

- Managed government contracts and project constraints, ensuring on-time delivery and operational support for critical public safety infrastructure while achieving full contractual compliance.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider developing point-of-sale (POS) and business management software for small and medium-sized businesses in the retail, fitness, and hospitality industries.

- Led the entire SDLC for a flagship POS SaaS product, successfully scaling to support over 1,000 small businesses across LATAM with enhanced operational efficiency.
- Engineered integrations with payment processors and biometric systems, automating sales and inventory management, which significantly increased client business intelligence and accuracy.
- Functioned as business co-owner, managing development, operations, and client support, which directly contributed to steady business growth and high customer retention rates.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing wellness services and leveraging technology to enhance member experience across over 60 locations.

- Managed IT infrastructure expansion to over 60 sites across three countries, ensuring robust network security and 99.9% operational uptime for all locations.
- Led the implementation of Microsoft Dynamics CRM and ERP systems, centralizing member data and automating billing, which improved operational efficiency and member retention.
- Established the IT Service Desk from the ground up, implementing support protocols that improved internal ticket resolution rates by 50% and employee satisfaction.

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.