SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex retail and partner programs. Expert in managing the full project lifecycle, including budget tracking, stakeholder communication, and issue resolution for large-scale initiatives. Specializes in retail point-of-sale systems, partner onboarding, and leveraging Salesforce for program operations and data reporting. A strong history of driving program success and ensuring compliance across multi-partner ecosystems, directly aligning with the requirements for managing utility incentive programs.

KEY SKILLS

- **Project & Program Management**: Retail Program Rollout Stakeholder Management Budget & Schedule Control Risk Mitigation Compliance Reporting Issue Resolution
- **Partner & Retailer Engagement**: Partner Onboarding & Enrollment Relationship Management Point-of-Sale (POS) Systems E-commerce Platforms External Vendor Coordination
- **Technical & Data Analysis**: Salesforce Data Reporting & Analysis MS Office Suite (Excel PowerPoint) Asana Jira Confluence SharePoint
- **Methodologies & Certifications**: Agile Scrum Kanban Waterfall Hybrid Google Project Management Certificate CSM SAFe 6 Agilist
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Focuses on AI-powered software development and consulting to help organizations reinvent their industries.

- Managed the end-to-end implementation of a Salesforce-based partner program, streamlining dealer onboarding, sales, and marketing, which improved operational efficiency for 20+ partners.
- Led a retail e-commerce initiative for Dick's Sporting Goods, boosting platform performance by 40% through data-driven analysis and adaptive agile project execution.
- Directed multiple projects for Royal Caribbean's guest-facing digital services, including retail and onboard sales apps, enhancing the customer journey for thousands of guests.
- Oversaw project constraints including budget, scope, and timelines for global teams (100+), delivering comprehensive status reports to C-level stakeholders.

Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL

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

- Led the end-to-end development of a media platform for Concacaf, managing product delivery from definition through to production launch and ongoing support.
- Directed the creation of a voice-to-text application for healthcare professionals, improving documentation efficiency and reducing administrative workload for clinical staff.
- Staffed and led technical teams of 10+, defining project roadmaps and implementing scrum methodologies to ensure timely delivery of fixed-price contracts.

Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia

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

- Led the full lifecycle for a bodycam solution for the Colombian Police, including hardware deployment, software management, and operational support for 3,000+ devices.
- Managed the development of a turn-management and nurse-call system, improving patient flow and communication speed in more than 10 hospitals.
- Directed project execution based on government contract requirements, ensuring on-time delivery under strict regulation, quality, and implementation standards.

Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia
A software house that developed and scaled a SaaS Point-of-Sale (POS) platform for small and medium businesses in LATAM.

- Led the SDLC for a SaaS POS platform, successfully deploying the solution to 1,000+ retail, restaurant, and fitness businesses across Latin America.
- Directed technical integrations for the POS system, including payment processors and barcode scanners, enhancing functionality for diverse retail environments.
- Managed a team of 30+ developers and support staff, overseeing product development, quality assurance, and customer operations for the SaaS offering.

PROFESSIONAL DEVELOPMENT

Certified SAFe 6 Agilist   01/2025
Scaled Agile, Inc

Advanced Certified ScrumMaster (A-CSM)   08/2024
Scrum Alliance

Certified Scrum Product Owner (CSPO)   09/2023
Scrum Alliance

Certified ScrumMaster (CSM)   07/2022
Scrum Alliance

EDUCATION

Bachelor of Science (B.S.), Computer Engineering   12/2005
Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia
A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.

Graduate Certificate, Technology Management   12/2008
EAN University, Bogota, Colombia
A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.