

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience delivering high-value digital and system integration projects across the healthcare, finance, and retail sectors. Expert in managing large-scale budgets, complex schedules, and global teams to ensure exceptional quality and on-time delivery. Skilled in building and leading new initiatives from the ground up, driving success through rigorous planning and stakeholder management.

KEY SKILLS

- **Project & Program Management:** Budgeting & Cost Control, Resource Planning, Scheduling, Risk Management, Stakeholder Reporting, Vendor & Team Management.
- **Industry Expertise:** Healthcare Technology, Financial Services, Retail & E-commerce, Travel & Hospitality, Public Safety.
- **Methodologies & Governance:** Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, End-to-End Project Lifecycle, KPI & OKR Reporting.
- **Technical & Platform Acumen:** Cloud Platforms (AWS, GCP), System Integration, Data Management, AI Solutions, CRM/ERP Implementation, Jira, Confluence.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global consulting firm specializing in digital transformation, AI solutions, and software development to help organizations reinvent their industries and outpace competitors.

- Managed project constraints (budget, scope, time) for a multi-million dollar portfolio, ensuring on-time delivery of guest-facing applications for Royal Caribbean Group.
- Delivered KPI-driven progress reports to C-level stakeholders, translating complex project execution into clear RAG status indicators for Dick's Sporting Goods' e-commerce platforms.
- Led the staffing and management of over 150 personnel for a large-scale digital transformation at Banco de Chile, establishing a high-performance, cross-functional team.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company delivering custom cloud-based solutions, Big Data analytics, and media services for clients in the sports and healthcare industries.

- Directed end-to-end technology projects for multiple healthcare clients, including imaging integration, improving clinical workflow efficiency and speeding up patient data access.
- Managed the integration of medical devices with AWS cloud services (DICOM), enhancing patient data visualization and reducing retrieval times for medical staff.
- Led project lifecycle from proposal to production for Concacaf's media platform, successfully delivering streaming services which enhanced fan engagement and platform adoption.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, including mobile devices and management platforms for public safety and healthcare sectors.

- Oversaw the deployment and operational support for over 3,000 bodycam units for the Colombian Police, managing the hardware/software lifecycle and government contracts.
- Implemented asset tracking and communication systems across 10+ hospitals, improving asset visibility and speeding up nurse call response times through new technology.

- Defined and led project execution based on strict government contract requirements, ensuring quality, on-time implementation, and post-launch support for critical systems.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering Point-of-Sale (POS), CRM, and business management software for over 1,000 small businesses in the LATAM market.

- Led the full software development lifecycle for a SaaS platform, overseeing product integrations with biometrics, payment processors, and accounting apps for 1,000+ businesses.
- Directed technical teams in coding, quality assurance, and release management, improving system stability and adding features that drove a 15% increase in customer retention.
- Managed operations and customer support workflows, creating a scalable model that maintained a 95% customer satisfaction score as the user base grew.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, focused on providing comprehensive wellness services supported by scalable technology infrastructure.

- Managed technology infrastructure deployment (Networking, CCTV, Access Control) across 60+ new sites in three countries, ensuring operational readiness on schedule and budget.
- Acted as technical lead for a company-wide Microsoft Dynamics CRM & ERP implementation, streamlining billing and automating customer management for 200,000+ members.
- Established and led the IT Service Desk, implementing support protocols that improved system uptime by 20% and boosted internal user satisfaction scores.

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.