

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Management professional with 10+ years of experience leading complex, end-to-end project execution across diverse industries. Expert in supervising large, cross-functional teams to deliver on time and within budget. Strengths in operational oversight, resource coordination, risk management, and ensuring quality standards from project inception through completion.

### **KEY SKILLS**

- **Project Leadership & Site Management:** Team Supervision, Resource & Vendor Coordination, Progress Tracking & Reporting, On-site Implementation, Stakeholder Communication
- **Project Planning & Execution:** Project Scheduling, Scope & Budget Control, Quality Assurance & Control, Risk Management, Change Order Management
- **Methodologies & Frameworks:** Agile (Scrum, Kanban, SAFe), Waterfall, Hybrid Models
- **Project Management & Collaboration Tools:** Project Management Software (Jira, Confluence, Asana, MS Project), Stakeholder Reporting, Technical Documentation

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company that reimagines businesses through innovative technology solutions, focusing on AI-driven software development and large-scale digital transformation.*

- Led project execution for Royal Caribbean, coordinating 3 cross-functional teams of 15+ members to deliver guest-facing applications on schedule and within budget.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by managing quarterly roadmaps and optimizing resource allocation across 30+ personnel.
- Directed staffing and onboarding for 150+ personnel for a major banking client, implementing a Scrum of Scrums model to streamline multi-team project coordination.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm creating custom technology solutions for media, healthcare, and sports industries, specializing in cloud services and data-intensive applications.*

- Managed end-to-end delivery of media and streaming platforms for Concacaf, overseeing the project lifecycle from initial proposal and staffing to production launch.
- Coordinated development of AWS-based healthcare solutions for multiple clinics, ensuring timely delivery and effective post-launch support which improved patient data access.
- Established and tracked project KPIs, delivering weekly and monthly progress reports to ensure strict alignment with timelines, budgets, and business goals.

#### **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 and healthcare sectors.*

- Oversaw the full lifecycle of a bodycam system for law enforcement, from hardware firmware development to software deployment for over 3,000 units.
- Led project execution based on government contract specifications, ensuring strict adherence to planning, quality, implementation, and support requirements for all deliverables.
- Directed on-site implementation and operations for patient flow systems across 10+ hospitals, improving communication speed and reducing patient wait times.

## **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering Point-of-Sale (POS) and business management software for over 1,000 small businesses in the retail and wellness industries.*

- Directed the complete software development life cycle for a flagship SaaS product, overseeing all phases from coding and quality assurance to release and deployment.
- Managed product implementation for 1,000+ businesses, coordinating integrations with third-party hardware like printers and payment devices, increasing operational efficiency for clients.
- Led operations and customer support workflows, ensuring high system uptime and efficient issue resolution for a large, active user base across Latin America.

## **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain operating over 60 sites in South America, focused on member wellness and technology-driven operational excellence.*

- Managed the technology infrastructure expansion to over 60 sites across three countries, overseeing networking, security systems, and telecommunications for all new locations.
- Led the implementation of a company-wide Dynamics CRM & ERP system, coordinating vendors and internal teams to streamline billing and automate member management.
- Directed the IT Service Desk and operational support, establishing processes that improved ticket resolution rates and maintained high system uptime for business-critical applications.

## **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.