

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex IT and Information Security initiatives for global enterprises. Expert in hybrid PM/BA roles, translating business needs into actionable requirements and value-based delivery metrics. Skilled in AI-driven solutions, cloud infrastructure, and cybersecurity frameworks. Expert in Agile (SAFe, Scrum) and data-driven reporting (KPIs/OKRs) to ensure projects deliver measurable business impact. Strengths in full project lifecycle management, stakeholder engagement, and risk quantification.

KEY SKILLS

- **Project & Program Management:** Agile (SAFe, Scrum, Kanban), Hybrid Methodologies, SDLC, Risk Management, Budgeting, Scope & Timeline Control, Stakeholder Reporting.
- **Business & Data Analysis:** Requirements Gathering, Impact Analysis, ROI Projections, OKR/KPI Definition & Tracking, User Stories (Jira, Azure DevOps), Process Improvement.
- **Technical & Security Acumen:** Cloud Platforms (AWS, GCP), Cybersecurity Frameworks (NIST, ISO 27001), GRC, Infrastructure Modernization, AI & GenAI Solutions.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Slack, SonarQube, Github, SQL, Java, React, Python, Salesforce CRM, AEM.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative software solutions to help organizations reinvent their businesses and industries on a global scale.

- Led an AI chatbot implementation for Royal Caribbean, enhancing guest services and tailoring advertising, which boosted user engagement and ancillary revenue.
- Drove e-commerce platform modernization for Dick's Sporting Goods, improving Core Web Vitals performance by 40% and increasing online conversion rates.
- Directed a data center migration to GCP for Banco de Chile, establishing a new data warehouse and Power BI reporting for improved business intelligence.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in cloud-native applications, big data solutions, and digital media services for clients in sports and healthcare.

- Launched a media streaming service on AWS for Concacaf, enabling live match delivery to thousands of fans and creating new monetization channels.
- Deployed an AWS Polly voice-to-text solution for hospitals, automating procedure notes, reducing physician documentation time, and improving data accuracy.
- Managed the end-to-end development of a DICOM imaging transfer and visualization portal, providing secure patient access and faster diagnostic review cycles.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An engineering firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors with a focus on IoT devices.

- Led development of a bodycam system with face-recognition for Colombian Police, deploying 3,000 units to enhance officer safety and evidence collection.
- Oversaw the entire SDLC for bodycam firmware and management software, ensuring secure data handling and real-time streaming capabilities under strict regulations.

- Implemented a Bluetooth/RFID nurse-call and asset tracking system in 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 a comprehensive Point-of-Sale (POS) platform with integrated business management tools for over 1,000 small businesses in Latam.

- Architected and led the full SDLC for a modular POS platform, enabling rapid customization and deployment for retail, restaurant, and fitness clients.
- Directed integrations with payment processors, biometric systems, and government tax APIs, automating billing and ensuring compliance for 1,000+ businesses.
- Managed the SaaS operations and support workflow, maintaining high system uptime and delivering feature updates that increased customer retention and satisfaction.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in South America, leveraging technology to enhance the member experience across 60+ locations.

- Spearheaded the infrastructure rollout for 60+ sites across three countries, managing networking, security, and IP phoning to support rapid business expansion.
- Led the implementation of Microsoft Dynamics CRM & ERP, centralizing member data and streamlining billing, which improved operational efficiency and member retention.
- Established and managed the IT Service Desk and implemented biometric access control, achieving high system uptime and improving user satisfaction rates.

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.