SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations across healthcare, finance, retail, and travel. Expert in AI-driven solutions and large-scale staffing.

KEY SKILLS

- **Project Management Methodologies**: SAFe, Scrum, Kanban, Waterfall
- **Technical Skills**: Cloud (AWS, GCP, Azure), AI Integration, System Integrations, SDLC
- **Business Acumen**: Healthcare, Finance, Retail, Travel/Hospitality
- **Tools & Technologies**: Jira, Confluence, MS Teams, Slack, Salesforce, Angular, Java, SQL Server, Python

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT consulting and software development company specializing in AI solutions, serving diverse clients worldwide.

- Led project for Royal Caribbean, delivering features including an AI chatbot, resulting in on-time and within-budget delivery of key functionalities.
- Improved Dick's Sporting Goods eCommerce performance by 40% by optimizing Core Web Vitals through adaptive roadmaps and PI Planning.
- Managed Banco de Chile's Metaverse project, successfully implementing Scrum of Scrums methodology across 100+ team members.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A technology firm delivering innovative software solutions for healthcare and media, leveraging big data and cloud services.

- Delivered a voice-to-text application for healthcare, improving medical documentation efficiency and reducing physician workload.
- Migrated medical imaging data to AWS, enhancing data security and accessibility for multiple clinics.
- Implemented a patient portal, improving patient engagement and satisfaction with healthcare services.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm delivering innovative software solutions for healthcare and media, leveraging big data and cloud services.

- Delivered a bodycam system for the Colombian Police, including a management software with face-recognition capabilities for 3000+ devices.
- Implemented a nurse-call system for hospitals and clinics, improving response times and patient care.
- Developed a patient flow tracking board, enhancing hospital efficiency and reducing wait times.

Technical Project Manager   08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software house creating POS systems for various businesses, focusing on SaaS solutions and scalability.

- Developed and deployed a POS system for over 1000 small businesses, resulting in streamlined operations and improved sales tracking.
- Integrated various payment processing systems into the POS, ensuring smooth and secure transactions for customers.
- Managed the software development lifecycle, delivering a robust and adaptable POS system that met market demands.

IT Manager   07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A large-scale health and fitness center chain in Latin America providing a comprehensive fitness experience.

- Implemented and managed an access control system across multiple sites, enhancing security and operational efficiency.
- Led the implementation of Dynamics CRM and ERP systems improving business processes, client management and operational reporting.
- Managed IT infrastructure across 60+ sites across Colombia, Peru and Chile, ensuring high availability and stability of IT operations.

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.