

## 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 for large financial institutions and retail leaders. Expert in managing the full project lifecycle for AI-driven, cloud-based, and system integration solutions. Strengths in end-to-end delivery from scope definition to execution, strategic program-level reporting, risk mitigation, and financial oversight. Excels in guiding cross-functional teams using Agile (SAFe, Scrum) and traditional methodologies to achieve strategic business goals.

### **KEY SKILLS**

- **Project & Program Management:** Full Project Lifecycle Management Scope & Budget Control Risk & Issue Resolution Program-Level Reporting & Projections Vendor Negotiation & Management
- **Methodologies & Frameworks:** SAFe Scrum Kanban Waterfall Hybrid Models Change Management
- **Technical & Domain Expertise:** Financial Services & Banking E-commerce & Retail Cloud Platforms (AWS GCP) AI & Generative AI Data Migration & Warehousing System Analysis
- **Leadership & Certifications:** Cross-Functional Team Leadership (100+) Stakeholder Communication (C-Level) SAFe 6 Agilist A-CSM Google Project Management
- **Languages:** Spanish

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native company reinventing businesses through innovative technology, specializing in AI-driven software development and large-scale digital transformation for leading global brands.*

- Led a 100+ person team for Banco de Chile, managing a datacenter migration to GCP and implementing a new data warehouse, meeting all quarterly KPIs.
- Directed an e-commerce platform overhaul for Dick's Sporting Goods, improving Core Web Vitals performance by 40% by refining workflows for a 30+ member team.
- Managed the full lifecycle of guest-facing digital products for Royal Caribbean, including an AI chatbot, delivering all features within fixed-price budget constraints.
- Drove program-level strategy by creating roadmaps, managing budgets, and reporting KPIs to C-level stakeholders, ensuring alignment across diverse client portfolios.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software consultancy delivering custom cloud-based solutions and big data applications for the media, sports, and healthcare industries.*

- Led end-to-end delivery of a media streaming platform for Concacaf using AWS services, successfully launching on schedule under a fixed-price contract.
- Directed the integration of voice-to-text AI and imaging systems for multiple hospitals, improving clinical workflows and ensuring secure data transfer to AWS.
- Defined project scope and staffed teams of 10+ engineers for multiple contracts, implementing Scrum methodologies to improve delivery predictability and team performance.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*A technology firm developing integrated hardware and software solutions, including bodycams and IoT devices, for public safety and healthcare sectors.*

- Managed the full SDLC for a bodycam system for the Colombian Police, successfully deploying over 3,000 devices and a real-time management platform.
- Led implementation of RFID asset tracking and nurse call systems in 10+ hospitals, enhancing operational efficiency and improving patient care response times.
- Guided a 10+ person team hands-on through development, defining project plans based on government contracts and managing the entire operations and support workflow.

#### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering customizable POS and business management software for over 1,000 small businesses in the retail and fitness industries.*

- Directed the complete SDLC for a multi-feature POS system, integrating payments, inventory, and CRM for 1,000+ businesses across Latin America.
- Provided hands-on technical leadership, including coding and code reviews, to a 30+ person team, ensuring high product quality and timely SaaS releases.
- Led product implementation for diverse business needs, managing client relationships and the operational support workflow to achieve high customer retention rates.

#### **PROFESSIONAL DEVELOPMENT**

##### **Certified SAgile 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.*