

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading complex technology integration projects in regulated industries like finance. Expert in full-lifecycle project delivery, managing governance, risk, and compliance frameworks. Skilled in Agile (SAFe, Scrum) and Waterfall methodologies, stakeholder engagement from technical teams to C-level executives, and financial oversight. A proactive leader focused on delivering high-quality results.

### **KEY SKILLS**

- **Project & Integration Management:** End-to-End Project Delivery, System Integrations, Stakeholder Engagement, Cross-Functional Leadership, Budgeting & Scheduling.
- **Governance, Risk & Compliance:** Risk & Issue Mitigation, Compliance Frameworks, Executive Reporting (RAG Status), Audit & Review Documentation.
- **Methodologies & Tools:** Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Jira, Confluence, Microsoft Project, Azure DevOps (ADO).
- **Technical & Financial Acumen:** Financial Services (Banking), General Ledger & Reporting Systems, Cloud (AWS, GCP), SDLC, AI Solutions.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company helping organizations reinvent themselves with AI and innovative software solutions, fostering business growth through technology and design.*

- Led a digital transformation for Banco de Chile, implementing Scrum of Scrums for 100+ engineers to deliver new financial app features and datacenter migrations.
- Managed end-to-end delivery of Royal Caribbean's guest app, integrating an AI chatbot that improved customer service and enhanced the onboard digital experience.
- Drove program performance for Dick's Sporting Goods, achieving a 40% boost in e-commerce efficiency through adaptive quarterly roadmaps and Core Web Vitals implementation.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in cloud services, big data, and custom applications for the media, sports, and healthcare industries across the Americas.*

- Directed Concacaf's media platform project using AWS services for live streaming and data management, expanding fan engagement and creating new media revenue streams.
- Oversaw the development of a voice-to-text application for healthcare clients, integrating AWS Polly to improve clinical documentation speed and accuracy for physicians.
- Led the integration of medical imaging systems (DICOM) to AWS for multiple clinics, enabling secure patient data access and improving diagnostic workflow efficiency.

#### **Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company delivering integrated hardware and software solutions, including IoT devices and management platforms for law enforcement and healthcare sectors in Colombia.*

- Led the full SDLC for the Colombian Police's bodycam system, deploying 3,000+ devices and ensuring on-time delivery under stringent government contract regulations.
- Implemented a nurse call system using Bluetooth devices across 10+ clinics, improving communication speed and reducing patient wait times by an average of 30%.

- Directed the development of an RFID asset tracking system for hospitals, improving asset management and reducing annual equipment loss by over 20%.

## **Project Manager**

08/2012 - 12/2018

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

*An entrepreneurial software house that developed and scaled a SaaS POS platform, serving over 1,000 small businesses in retail and fitness across Latin America.*

- Spearheaded the entire SDLC for a SaaS POS product, integrating payments and inventory management, resulting in adoption by over 1,000 small business clients.
- Directed integrations with biometrics and turnstiles, automating billing and access control, which significantly increased member retention for fitness center clients.
- Led a team of 30+ developers, managing the product roadmap, releases, and customer support workflow, ensuring high system uptime and customer satisfaction.

## **IT Manager**

07/2005 - 07/2012

### **Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on leveraging technology to enhance member experience and operational efficiency.*

- Managed IT infrastructure expansion to over 60 sites across three countries, including networking and security systems, ensuring operational stability during rapid company growth.
- Led the implementation of Microsoft Dynamics CRM and a custom billing system, automating processes and providing a unified view of member data for personalized service.
- Established and led the IT Service Desk, implementing support protocols that improved ticket resolution rates by 40% and maintained high system uptime.

## **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.