

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Technical Project Manager with 10+ years of experience driving complex data, analytics, and digital transformation projects in healthcare, finance, and retail. Expert in Agile (Scrum) and hybrid methodologies, translating business needs into technical specifications for data platforms, BI dashboards, and system integrations. Skilled in leading cross-functional teams, ensuring HIPAA compliance, and delivering data-driven solutions that enhance organizational performance.

### **KEY SKILLS**

- **Data & Analytics Project Leadership:** Data Warehousing/Lakes, BI & Reporting (Power BI/ Tableau), ETL Processes, Data Integration, SQL, Data Governance & HIPAA Compliance.
- **Project Management Methodologies:** Agile (Scrum, Kanban, SAgile), Hybrid-Waterfall, End-to-End Project Lifecycle, Risk & Scope Management, Backlog Grooming, KPI & OKR Tracking.
- **Technical & Platform Proficiency:** Cloud Platforms (AWS, GCP), JIRA, Confluence, Azure DevOps, MS Project, SDLC, API Integration, Generative AI Implementation.
- **Industry & Stakeholder Management:** Healthcare (RCM, EMR/EHR, Claims), Finance, Retail, C-Level Reporting, Cross-functional Team Coordination, RFP Analysis & Proposal Development.

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company using AI and innovative software development to help organizations reinvent their businesses and industries across the globe.*

- Managed a portfolio for Royal Caribbean, leading data-driven feature development for guest apps, which increased user engagement and ancillary onboard revenue.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing the data pipeline.
- Led a data center migration to GCP for Banco de Chile, managing data ingestion, warehousing, and Power BI reporting for over 100 engineers.

#### **Technical 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.*

- Directed the end-to-end development of a healthcare data platform, integrating voice-to-text (AWS Polly) and DICOM imaging, improving diagnostic workflow efficiency.
- Launched a media streaming service for Concacaf, utilizing AWS data services to manage and deliver real-time match statistics to thousands of users.
- Implemented a patient data integration solution for multiple clinics using HL7 V2 standards, centralizing records and reducing manual entry by over 30%.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company delivering integrated hardware and software solutions, specializing in public safety, IoT devices, and healthcare management systems.*

- Led the full SDLC for a law enforcement bodycam solution, integrating video streaming, facial recognition, and data management for over 3,000 devices.
- Deployed an RFID-based asset tracking system across 10+ hospitals, improving equipment visibility and reducing search times for critical medical devices.

- Engineered a patient flow tracking board for clinics, integrating with EMR systems to reduce patient wait times and improve operational communication speed.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering POS, CRM, and business management software for over 1,000 small businesses in the retail and wellness sectors.*

- Directed the SDLC for a POS system, integrating analytics and reporting features that helped business owners optimize inventory and sales strategies.
- Managed development and integration of biometric and payment processing systems, enhancing transaction security and speed for thousands of daily users.
- Led a 30-person team in building a comprehensive CRM with analytics, which increased customer retention for clients by an average of 15%.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, transforming wellness through technology-driven member experiences across more than 60 locations.*

- Managed the implementation of a Dynamics CRM & ERP, centralizing member data and billing, which improved data accuracy and operational efficiency.
- Directed the IT infrastructure build-out for 60+ sites, managing networking, security, and service desk operations to achieve 99% system uptime.
- Led the development of an access control and billing platform, automating payments and reducing member check-in time by 50% across all locations.

### **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.