

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations. Expert in managing the full lifecycle of AI-driven, cloud-based, and enterprise-scale integration projects. Excels at serving as a trusted customer advisor, translating technical requirements into strategic roadmaps, and managing project constraints to ensure high-quality delivery.

KEY SKILLS

- **Project & Program Management:** Agile (SAFe Scrum Kanban), Waterfall, Budget & Risk Management, Stakeholder Engagement, Strategic Roadmapping, KPI & OKR Tracking, Scope Definition
- **Technical & Integration Expertise:** Web Application Architecture, Cloud Services (AWS GCP), System & API Integration, SDLC Management, AI Solutions (Chatbots GenAI), IT Infrastructure Implementation
- **Client & Relationship Management:** Customer-Facing Project Delivery, Technical Advisory, C-Level Presentations, Business Acumen (Retail Travel Finance Healthcare), RFP & Proposal Development
- **Tools & Certifications:** Jira, Confluence, MS Teams, SAFe 6 Agilist, A-CSM, Google Project Management, Google Cloud Digital Leader, AWS Cloud Technical Essentials
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative software development to help organizations reinvent their industries and stay ahead of the curve.

- Led the delivery of Royal Caribbean's guest-facing apps, integrating an AI Chatbot and onboard digital services to significantly enhance the customer journey.
- Orchestrated a web application overhaul for Dick's Sporting Goods, improving Core Web Vitals performance by 40% through adaptive project management and technical leadership.
- Managed enterprise-scale programs for finance and retail clients, leading globally distributed teams of 100+ engineers using SAFe and Scrum of Scrums methodologies.
- Acted as the central point of contact for C-level stakeholders, translating complex project data into clear strategic roadmaps and performance dashboards.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm specializing in cloud solutions, big data, and mobile applications for the media, sports, and healthcare industries.

- Directed the development of media streaming services for Concacaf, integrating AWS cloud solutions to deliver real-time match data and video to fans.
- Engineered an AWS-based voice-to-text application and DICOM imaging integration for leading hospitals, improving clinical documentation efficiency and data accessibility.
- Oversaw the full project lifecycle from RFP analysis and team staffing to successful production deployment and hyper-care support for multiple clients.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Led the end-to-end design and deployment of a secure bodycam and evidence management system for the Colombian Police, delivering a complex integrated solution.
- Guided the full SDLC for a real-time geolocalization and video streaming platform, including hands-on code review to ensure robust performance and security.
- Managed implementation and operations for IoT solutions across 10+ hospitals, deploying RFID asset tracking to improve patient care workflows and communication.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house that developed and scaled a SaaS Point-of-Sale platform for small and medium-sized businesses in the retail and service industries.

- Directed the entire SDLC for a SaaS POS system, growing the platform to serve over 1,000 small businesses by leading a 30+ person team.
- Led complex technical integrations with payment processors, accounting software, and biometric devices, which significantly enhanced the product's market competitiveness.
- Established and led the operations and customer support workflows, ensuring high levels of client satisfaction and retention through efficient issue resolution.

PROFESSIONAL DEVELOPMENT

Certified SAFe 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.