# SEBASTIAN OCHOA ALVAREZ
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## PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex technology deployments across diverse industries. Expert in full-cycle project execution, change management, and stakeholder communication for system integrations and large-scale software rollouts. Skilled in Agile and traditional methodologies, with a strong focus on driving user adoption and ensuring seamless operational transitions.

## KEY SKILLS

- **Project & Deployment Management**: Full Lifecycle Execution, Scope & Risk Management, Resource Allocation, Release Planning, SDLC, Stakeholder Engagement.
- **Change Management & User Adoption**: Stakeholder Analysis & Communication, Change Readiness, User Training & Coaching, Adoption Metrics, Lessons Learned.
- **Methodologies & Tools**: Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, Jira, Confluence, MS Project, Slack.
- **Technology & Business Domains**: Cloud Platforms (AWS, GCP), CRM/ERP, AI Solutions, E-commerce, Retail, Travel, Finance, Healthcare.

## PROFESSIONAL EXPERIENCE

**Project Manager**                                                    08/2021 - 07/2025
**Globant**, Medellin, Colombia

*A digitally native consulting firm leveraging AI and software development to reinvent business, helping organizations create digital journeys for their global customers.*

- Directed large-scale deployments for Royal Caribbean, leading 3 global teams to launch new guest app features, enhancing the onboard customer experience.
- Managed change and communication for diverse stakeholders, translating technical progress into C-level RAG reports, ensuring project alignment with strategic business goals.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by managing the deployment of Core Web Vitals and optimizing team velocity.

**Project Manager**                                                    01/2020 - 07/2021
**Mango Soft**, Miami, FL.

*A software development company specializing in custom cloud-based solutions, AI, and Big Data applications for media, sports, and healthcare clients.*

- Led the end-to-end deployment of a new media streaming platform for Concacaf, coordinating technical and operational teams to achieve a successful public launch.
- Managed the implementation of a voice-to-text AWS solution in hospitals, improving workflow efficiency for healthcare professionals and ensuring seamless system adoption.
- Implemented Scrum methodologies that accelerated product delivery and improved stakeholder satisfaction across multiple fixed-price projects by establishing clear communication and reporting structures.

**Project Manager**                                                    01/2019 - 12/2019
**TIPI**, Medellin, Colombia.

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

- Directed the deployment of over 3,000 bodycam units for the Colombian Police, managing firmware updates, software releases, and on-site operational support.
- Led the full SDLC and implementation of a patient-flow tracking system in 10+ hospitals, reducing patient wait times through improved operational visibility.

- Coordinated project execution under government contract constraints, ensuring on-time delivery, quality compliance, and seamless transition to the operations team for ongoing support.

**Project Manager**                                                                08/2012 - 12/2018
**IT Big Boss Software House**, Medellin, Colombia.
*An entrepreneurial software house that developed and supported a SaaS POS platform for over 1,000 small businesses in the retail and wellness industries.*
- Led the entire software lifecycle for a SaaS POS product, driving adoption across 1,000+ businesses through continuous feature deployment and adaptation.
- Managed integrations with third-party payment processors and hardware, ensuring seamless operational performance and high customer satisfaction for a diverse B2B client base.
- Directed a 30-person team and led operations, reducing customer support tickets by streamlining the deployment and update process for the core platform.

**IT Manager**                                                                      07/2005 - 07/2012
**Bodytech**, Bogota, Colombia.
*A leading chain of health and fitness centers in Latin America, operating over 60 sites across Colombia, Peru, and Chile.*
- Managed the technology infrastructure deployment for 60+ new sites, including networking and security systems, ensuring full operational readiness on launch day.
- Led the enterprise-wide implementation and adoption of Microsoft Dynamics CRM, streamlining billing processes and improving member data management across the organization.
- Established and led the IT Service Desk, implementing support workflows that improved system uptime and user satisfaction for thousands of employees and members.

## 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.