

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading global teams (100+) and delivering complex digital transformations across finance, retail, and hospitality. Expert in AI-driven, cloud-based, and system integration solutions, with a track record of improving e-commerce performance by 40%. Skilled in Agile (SAFe, Scrum) and traditional methodologies, with strengths in end-to-end project delivery from RFP to release, executive reporting, and financial oversight.

KEY SKILLS

- **Project & Program Management:** Full SDLC End-to-End Delivery Scope & Risk Management Budget & Financial Oversight Stakeholder Engagement KPI & OKR Tracking RFP Analysis
- **Methodologies & Frameworks:** SAFe Scrum Scrum of Scrums Kanban Hybrid Waterfall-Agile PMP/PMI Practices Lean Startup
- **Technologies & Platforms:** AI & Generative AI Cloud (AWS GCP) AEM Salesforce Java React Android iOS SQL & NoSQL Kafka
- **Certifications:** SAFe 6 Agilist A-CSM CSM CSPO Google Project Management Google Generative AI Leader AWS Cloud Technical Essentials
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company leveraging AI and innovative technologies to reinvent businesses through consulting, software development, and digital transformation for global clients.

- Led program delivery for Royal Caribbean's guest app, managing a 15+ member global team to launch an AI chatbot, improving guest service efficiency.
- Drove a 40% e-commerce performance increase for Dick's Sporting Goods by managing Core Web Vitals improvements across a 30+ person cross-functional team.
- Directed end-to-end project lifecycle for a large-scale banking transformation at Banco de Chile, from RFP and staffing (150+) to delivery execution.
- Managed project constraints (budget, scope, schedule, quality) across a diverse portfolio, consistently delivering features on-time and enhancing stakeholder satisfaction through clear reporting.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm specializing in cloud-native solutions, Big Data, and media streaming services for sports and healthcare clients.

- Launched a media and streaming platform for Concacaf, integrating AWS services and delivering a new fan engagement channel on schedule and within budget.
- Managed the development of a voice-to-text application for healthcare professionals, leveraging AWS Polly to reduce documentation time by over 30%.
- Led project teams from initial client proposal through product implementation and hypercare support, ensuring high client satisfaction and successful product adoption.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology company providing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Latin America.

- Led the end-to-end SDLC and deployment of 3,000+ bodycam devices for the Colombian Police, ensuring full compliance with government contract requirements.
- Delivered a real-time asset tracking solution for hospitals using RFID technology, improving operational efficiency and reducing equipment loss by 20%.
- Directed hands-on technical leadership, including coding and code reviews, to accelerate product development and ensure high-quality, on-time software releases.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

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

- Directed the full product lifecycle for a flagship POS system, driving feature development and increasing market adoption across 1,000+ businesses.
- Integrated payment processing, biometrics, and third-party accounting apps, expanding product capabilities and increasing customer retention by 25%.
- Led technical teams hands-on through coding, releases, and support, managing a product that processed millions in sales transactions annually.

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.