

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Senior Scrum Master with 10+ years of experience leading Agile transformations in the financial services, retail, and travel industries. Expert in reinvigorating Scrum practices for Salesforce CRM and AWS/Java teams, driving continuous improvement and transparent delivery. Skilled in coaching multiple cross-functional teams, leveraging Jira for advanced metrics, and scaling Agile with SAFe and Scrum of Scrums.

KEY SKILLS

- **Agile & Scrum Leadership:** Scrum Ceremonies, Agile Coaching, Continuous Improvement, Impediment Removal, SAFe, Scrum of Scrums, Kanban
- **Technical Project Management:** Salesforce CRM, AWS/Java Development, Full SDLC, Cloud Infrastructure (AWS, GCP), AI Solutions, System Integration
- **Tools & Analytics:** Jira (Dashboards, Metrics, Burndown), Confluence, MS Teams, Slack, Github, SonarQube
- **Industry & Business Acumen:** Financial Services, Banking, E-commerce/Retail, Travel/Hospitality, Healthcare, Stakeholder Communication, Executive Reporting (RAG, KPIs)

PROFESSIONAL EXPERIENCE

Senior Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company leveraging AI and innovative software development to help organizations reinvent their businesses and industries on a global scale.

- Led Agile delivery for a Salesforce CRM implementation at Abastible, coaching teams and facilitating Scrum events to drive adoption and on-time project completion.
- Served as Scrum Master for AWS/Java development teams at Royal Caribbean, improving team velocity and predictability through adaptive PI Planning and execution.
- Directed a complex digital transformation program for Banco de Chile, implementing Scrum of Scrums to coordinate 100+ personnel and deliver key banking features.

Scrum Master & Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native solutions, crafting custom applications on AWS for clients in media, sports, and healthcare industries.

- Implemented Scrum for media clients like Concacaf, leading teams on AWS-based streaming products to enhance fan engagement and boost content delivery speeds.
- Managed development of healthcare applications using AWS services for voice-to-text features, significantly improving clinical workflow efficiency and reducing documentation time for physicians.
- Drove project lifecycles from proposal to production support for multiple fixed-price contracts, consistently delivering defined KPIs and OKRs on schedule and within budget.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT solutions provider engineering integrated hardware and software systems for public safety, law enforcement, and healthcare to improve operational awareness and response.

- Led the full SDLC for a bodycam solution for the Colombian Police, integrating hardware with a Java/Android platform for real-time situational awareness.
- Deployed integrated IoT solutions for over 10 hospitals, including nurse call systems, reducing patient response times and improving equipment management through asset tracking.

- Managed project execution for government contracts, ensuring strict adherence to compliance and quality for over 3,000 deployed devices, ensuring on-time delivery under regulation.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS platform for small businesses in the restaurant, fitness, and retail industries across Latin America.

- Directed the entire SDLC for a multi-tenant SaaS POS product, driving implementation and customization for over 1,000 small businesses across LATAM.
- Led a 30-person team in developing and releasing features like automated billing and inventory management, increasing product adoption and customer retention rates.
- Integrated the POS system with numerous third-party services including biometrics and payment gateways, enhancing platform value and streamlining customer business operations.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, transforming member experiences through technology-driven services and wellness programs across multiple countries.

- Managed technology infrastructure and IT operations across 60+ sites in Colombia, Peru, and Chile, ensuring 99.9% system uptime and service availability.
- Led the technical implementation of Dynamics CRM & ERP, centralizing customer data and billing, which improved member retention and operational efficiency across the enterprise.
- Spearheaded the development of a custom biometric access control system, securing facilities and automating check-in for thousands of members daily 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.