

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations. Expert in Agile (SAFe, Scrum, Kanban) and Waterfall methodologies for managing SaaS, cloud infrastructure, and custom development projects. Strengths in full-lifecycle project delivery from planning and financial oversight to stakeholder reporting and risk management, consistently achieving strategic objectives.

KEY SKILLS

- **Project & Portfolio Management:** Project Planning, End-to-End Execution, Scope Management, Scheduling, Budgeting, Risk Management, Financial Acumen, Spend Forecasting, Quality Assurance.
- **Methodologies & Frameworks:** Agile (SAFe, Scrum of Scrums, Scrum, Kanban), Waterfall, Hybrid Models, Process Design & Redesign.
- **Stakeholder & Team Leadership:** Stakeholder Engagement, C-Level Reporting (RAG), Global Team Leadership (+100), Resource Planning, Supplier Management, Communications Strategy.
- **Technical & Platform Acumen:** IT Infrastructure, SaaS & COTS Solutions, Cloud Platforms (AWS, GCP), SDLC, AI/GenAI Integration, API Development, System Integration & Deployment.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company reinventing businesses through innovative technology solutions, including AI-powered software development and large-scale digital transformation.

- Led cross-functional teams for Royal Caribbean, delivering guest-facing mobile apps with AI features, managing scope and budget for on-time PI/quarterly releases.
- Enhanced e-commerce platform performance by 40% for Dick's Sporting Goods through adaptive quarterly roadmaps, PI planning, and disciplined Scrum of Scrums execution.
- Directed program delivery for banking and retail clients, managing budgets, refining business cases, and reporting status to C-level stakeholders using KPI/OKR dashboards.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm delivering custom technology solutions for international clients, specializing in cloud services, big data, and media streaming applications.

- Managed end-to-end delivery of media streaming and fan engagement apps for Concacaf, utilizing AWS cloud services to support high-traffic, live events.
- Deployed SaaS healthcare solutions integrating medical imaging and voice-to-text, improving clinical workflows and data accessibility for multiple hospitals.
- Formulated and executed project plans for custom software, managing fixed-price contracts, resource allocation, and ensuring quality delivery and production support.

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 full SDLC for a bodycam solution for the Colombian Police, delivering over 3,000 devices with integrated management software under government contracts.
- Deployed SaaS-based nurse call and asset tracking systems in 10+ hospitals, improving patient care response times and operational efficiency.

- Managed project constraints, including scope, schedule, and quality for fixed-price contracts, ensuring on-time delivery and seamless handover to operations teams.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider offering a comprehensive POS and business management platform for small to medium-sized businesses in retail, fitness, and hospitality industries.

- Directed the full SDLC for a SaaS POS platform, scaling the solution to over 1,000 businesses across Latin America through continuous development.
- Led technical teams hands-on, managing product releases, system integrations, and infrastructure, directly contributing to product stability and feature expansion.
- Oversaw operations and customer support workflows, achieving high customer retention by ensuring system reliability and timely feature updates for diverse business needs.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, focused on wellness and leveraging technology to enhance the member experience.

- Managed IT service desk and infrastructure rollout for over 60 sites across three countries, ensuring operational readiness and high system uptime.
- Led the implementation of Dynamics CRM & ERP systems, improving business process efficiency and data management for sales, billing, and operations.
- Directed the SDLC for a custom access control system with biometrics, enhancing facility security and automating member management for thousands of users.

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.