SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

PROFESSIONAL SUMMARY

Adaptive Senior Project Manager with 10+ years of experience leading large-scale digital transformations. Expert in managing end-to-end CRM (Microsoft Dynamics, Salesforce) and innovative AI solution implementations. Excels at project governance, financial oversight, and executive communication to deliver projects on time and budget.

KEY SKILLS

- **Project & Program Management**: Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Methodologies, Project Governance (RAID), SDLC, PI Planning, End-to-End Project Delivery, C-Level Reporting & Communication.
- **Platform & Technology Expertise**: CRM & Platform Implementation (Dynamics 365, Salesforce), Power Platform, AI/Generative AI (Co-Pilot, Chatbots), Cloud Platforms (AWS, GCP), System Integrations.
- **Financial & Scope Management**: Budget Management & Reporting, Scope Control, Risk Assessment & Mitigation, RFP Analysis & Proposal Development, Resource Planning, Vendor Management.
- **Leadership & Stakeholder Relations**: Global Team Leadership (100+), Stakeholder Engagement, Pre-Sales Support, Client Relationship Management, Continuous Improvement, Change Management.

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company leveraging AI and innovative technologies to reinvent businesses. Specializes in software development for global clients.

- Directed complex digital transformations for Royal Caribbean, leading 3 offshore teams to deliver AI chatbot and guest app features, enhancing customer engagement.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by optimizing Core Web Vitals, leading to improved user experience and sales.
- Managed project financials, scope, and governance for a 100+ person team at Banco de Chile, ensuring alignment with quarterly roadmaps and executive-level KPIs.

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

A software development firm delivering custom solutions. Specializes in cloud services, big data, and media streaming applications for sports and healthcare industries.

- Led end-to-end development of a media streaming platform for Concacaf, from RFP to production support, increasing fan engagement through live match data.
- Managed the implementation of a voice-to-text AWS Polly solution for healthcare clients, improving physician documentation efficiency and reducing transcription turnaround times.
- Established and staffed high-performing development teams of 10+ engineers, implementing Scrum methodologies to streamline project delivery and enhance product quality.

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

A technology company creating integrated hardware and software solutions for public safety, law enforcement, and healthcare, focusing on IoT and data management.

- Spearheaded the end-to-end SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices and improving officer safety and accountability.

- Directed the implementation of a SaaS-based nurse-call system across 10+ hospitals, integrating RFID for asset tracking and enhancing patient care response times.
- Led technical teams hands-on through coding and releases, ensuring project delivery met strict governmental contract requirements and on-time delivery under regulation.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider developing and managing POS and business management software for over 1,000 small businesses in the retail and wellness industries.
- Managed the full product lifecycle for a SaaS POS solution, growing the customer base to over 1,000 businesses across Latam through continuous feature development.
- Led development and complex integrations for payment processing, biometrics, and accounting systems, significantly expanding the platform's functionality and market appeal.
- Oversaw all technical and operational aspects of the business, from hands-on coding to customer support, driving business growth and client retention.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile, focused on wellness.
- Led the technical implementation of Dynamics CRM & ERP systems and managed IT infrastructure across 60+ sites, unifying business operations and enhancing data management.
- Directed the SDLC for a custom CRM and billing software, automating billing processes, increasing member retention, and reducing manual data entry time.
- Established and led the IT Service Desk, implementing access control and security systems that improved operational efficiency and achieved 99% system uptime.

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.