

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience delivering complex digital transformations for global leaders in maritime, retail, and finance. Expert in managing shipboard/shoreside solutions, crew applications, and full SDLC projects in fast-paced environments. Strengths in Agile (SAFe, Scrum), deployment coordination, stakeholder reporting, and leading large, distributed teams to exceed project goals.

KEY SKILLS

- **Project & Delivery Management:** Agile (SAFe, Scrum, Kanban), SDLC, Hybrid Methodologies, Deployment Planning & Coordination, Risk Management, Budget Oversight, RFP Analysis, KPI & OKR Tracking.
- **Maritime & Technical Expertise:** Shipboard & Shoreside Solutions, Crew & Guest Applications, Cloud Platforms (AWS, GCP), System & API Integration, Data Loads & Migration, AI-driven Solutions.
- **Leadership & Stakeholder Engagement:** Global Team Leadership (+100), C-Level Reporting & Communication, Cross-Functional Coordination, PI Planning & Facilitation, Performance & Cost Optimization.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Slack, Automated Job Schedulers, Java, React, SQL, Firebase, SonarQube, Github.

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company helping organizations reinvent themselves with AI and software solutions. We deliver profound transformations for top-tier global clients.

- Directed shipboard/shoreside application projects for Royal Caribbean, enhancing guest experience and improving feature delivery time by 25% through adaptive SAFe/Scrum methodologies.
- Led deployment planning for interconnected applications across global teams, improving release coordination and reducing post-launch issues by 30% for finance and retail clients.
- Managed the full SDLC for AI-driven solutions, including a Google AI chatbot, improving ecommerce performance by 40% for Dick's Sporting Goods.

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 clients in the sports and healthcare industries.

- Spearheaded end-to-end development of a media streaming platform on AWS for Concacaf, launching on schedule and supporting thousands of concurrent live viewers.
- Managed the integration of medical imaging systems and voice-to-text apps, improving data accessibility and reducing physician documentation time by 50%.
- Implemented Scrum methodologies for hybrid teams, increasing project predictability and delivering key features 20% faster across media and healthcare client projects.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company delivering integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety and healthcare sectors.

- Led the full SDLC and deployment of 3,000+ bodycam devices for the Colombian Police, ensuring on-time delivery and compliance with government contracts.
- Directed development of a real-time nurse-call and asset tracking system for hospitals, improving communication speed and reducing patient wait times by 15%.
- Provided hands-on technical leadership, reviewing code and managing releases to ensure high-quality, reliable performance of mission-critical law enforcement and healthcare systems.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS platform for over 1,000 small businesses across LATAM in retail, fitness, and restaurant industries.

- Owned the complete SDLC for a SaaS POS product, driving a 30% year-over-year growth in subscriptions through continuous feature enhancements and integrations.
- Engineered and managed system integrations with payment processors and accounting apps, automating billing and increasing operational efficiency for clients by 40%.
- Led a 30-person on-site team, providing technical direction and hands-on coding to deliver a robust, scalable platform tailored to diverse business needs.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain operating over 60 sites in Latin America, dedicated to improving member wellness through technology and service.

- Managed IT infrastructure and platform operations across 60+ locations, achieving 99.8% system uptime for all business-critical services including CRM and billing.
- Led the life cycle for a new access control system with biometrics, automating member check-in and increasing member retention by 10% annually.
- Implemented the IT Service Desk from the ground up, improving ticket resolution rates by 60% and increasing internal user satisfaction across the company.

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.