

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 12+ years of experience leading complex, enterprise-wide application development projects for global firms. Expert in Agile (SAFe, Scrum), Hybrid, and traditional methodologies, guiding large, distributed teams from discovery to deployment. Skilled in end-to-end project lifecycle management, including strategic planning, executive-level stakeholder collaboration, risk mitigation, and financial oversight.

KEY SKILLS

- **Project & Portfolio Management:** Enterprise Application Development, SDLC, Risk Management, Budgeting, Roadmapping, RFP Analysis, Stakeholder Engagement.
- **Agile & Hybrid Methodologies:** SAFe 6, Scrum of Scrums, Kanban, Scrum, Waterfall, PI Planning, Backlog Grooming, Retrospectives.
- **Technologies & Platforms:** Cloud (AWS, GCP), AI Integration (Google AI), Java, React, AEM, Salesforce, SAP, SQL/NoSQL Databases.
- **PM Tools & Certifications:** Jira, Confluence, MS Teams, Asana. Certs: A-CSM, CSPO, SAFe 6 Agilist, Google PM, GenAI Leader.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global digital consultancy that reinvents businesses through innovative technology and AI solutions, delivering software products for top-tier clients across multiple industries.

- Led large-scale application development for Royal Caribbean, launching an AI chatbot and guest app features, boosting user engagement and onboard revenue.
- Drove program performance for Dick's Sporting Goods, improving e-commerce platform efficiency by 40% through adaptive quarterly roadmaps and Core Web Vitals optimization.
- Directed a 100+ person team for Banco de Chile, managing datacenter migration to GCP and implementing a new Scrum of Scrums framework.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native applications and Big Data solutions for the media, sports, and healthcare industries in the US market.

- Launched a media streaming platform for Concacaf, integrating AWS services to deliver live matches and news to thousands of international soccer fans.
- Deployed a voice-to-text application for hospitals using AWS Polly to automate transcriptions, reducing physician documentation time by 30% and improving data accuracy.
- Managed the end-to-end development of a DICOM imaging integration, enabling secure medical data transfer to AWS for multiple clinics, improving diagnostic accessibility.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

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

- Led development and deployment of 3,000+ bodycams for Colombian Police, delivering a solution with real-time streaming, improving officer safety and evidence management.
- Implemented a SaaS nurse call system in 10+ hospitals, using Bluetooth and RFID technology to improve patient response times and staff workflow efficiency.

- Oversaw the full SDLC for device firmware and backend software, ensuring government contract compliance and on-time delivery under fixed-price constraints.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

Owner and operator of a SaaS company that developed and supported POS and business management software for over 1,000 SMBs in LATAM.

- Directed the product lifecycle for a SaaS POS system, achieving adoption by 1,000+ businesses by integrating payments, inventory, and CRM features.
- Led a 30-person team in developing new features, including biometric and mobile integrations, which increased product value and significantly improved customer retention rates.
- Managed operations and support workflows, providing technical leadership and hands-on coding to ensure high system uptime and customer satisfaction across diverse industries.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing wellness services across more than 60 locations in Colombia, Peru, and Chile.

- Managed IT infrastructure and service desk operations across 60+ sites, implementing network, CCTV, and IP phoning systems to support rapid regional expansion.
- Led the company-wide implementation of Microsoft Dynamics CRM & ERP, automating billing and member management, which supported operational scaling and business growth.
- Directed the SDLC for a custom access control system using biometrics and turnstiles, enhancing security and streamlining member check-in 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.