SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive IT Project Manager with 10+ years of experience leading global teams and delivering complex software implementations across diverse industries. Expert in managing the full project lifecycle for system integrations and large-scale deployments using Agile (SAFe, Scrum) and Waterfall methodologies. Strengths in stakeholder management, budget oversight, and driving on-time delivery for Fortune 500 clients.

KEY SKILLS

- **Project & Program Management**: Full Project Lifecycle, Scope & Goal Definition, Budget Management, Risk Mitigation, Stakeholder Management
- **Methodologies & Governance**: Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid Models, Quality Standards, Governance Processes
- **Leadership & Coordination**: Cross-Functional Team Leadership, Global Team Coordination (Offshore/Onshore), Resource Allocation, C-Level Reporting
- **Technical & Domain Acumen**: SDLC, System Integration, Cloud Platforms (AWS, GCP), AI Solutions, RFP & Proposal Management

PROFESSIONAL EXPERIENCE

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

Global digital consultancy helping organizations reinvent themselves with AI and software solutions, delivering end-to-end, large-scale technology transformations for top-tier clients.

- Led end-to-end project lifecycles for Fortune 500 clients like Royal Caribbean, defining scope, goals, and deliverables for complex software implementations.
- Managed project plans, resource allocation, and budgets for globally distributed teams (+100), ensuring on-time delivery and adherence to SAFe/Scrum quality standards.
- Drove a 40% performance improvement on Dick's Sporting Goods' e-commerce platform through meticulous planning, execution, and continuous stakeholder communication and reporting.

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

A specialized software development firm delivering custom cloud-based solutions, media streaming services, and data integration platforms for sports and healthcare industries.

- Directed full-cycle AWS cloud implementation projects for clients like Concacaf, managing everything from initial proposal to production deployment and support.
- Coordinated technical teams and business analysts to deliver a voice-to-text platform for healthcare, improving clinical documentation efficiency and user adoption.
- Implemented Agile and hybrid methodologies, defining project goals and risk mitigation strategies to ensure successful, on-time delivery of fixed-price contracts.

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

Technology company specializing in integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Managed the end-to-end development of an integrated bodycam system for law enforcement, overseeing hardware firmware and a complex software management suite.
- Led project planning and release management, delivering over 3,000 devices and ensuring compliance with stringent government contract requirements and on-time delivery.

- Directed operations for a SaaS-based nurse-call system across 10+ hospitals, improving asset tracking and communication speed for medical staff.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
Provider of a comprehensive SaaS-based POS platform, offering tailored software solutions for inventory, customer, and sales management to small businesses in LATAM.
- Oversaw the complete SDLC for a SaaS POS product, including numerous system integrations with biometrics, payment processors, and accounting apps.
- Led technical and operations teams, scaling the platform to support over 1,000 small businesses, which increased recurring revenue and market penetration.
- Drove product adaptation for retail and fitness sectors, managing feature development that increased customer retention by enhancing usability and business-specific functionality.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, focused on providing wellness services supported by a robust technology and operations platform.
- Directed the implementation of a new Dynamics CRM & ERP system, managing the entire project lifecycle to centralize billing and improve member data accuracy.
- Managed IT infrastructure and service desk operations across 60+ sites in three countries, achieving high system uptime and ensuring business continuity.
- Led the development of a biometric access control system, which streamlined member check-in processes and enhanced facility security 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.