

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Operations and Program Manager with 10+ years of experience leading large-scale, multi-million dollar projects and managing global teams of 100+. Expert in full-lifecycle project delivery, from pre-planning to closeout, across complex business environments. Skilled in financial oversight, risk management, and process optimization to maximize profitability and ensure customer satisfaction. Strengths in developing project leaders, executive reporting, and driving operational efficiency through standardized frameworks and continuous improvement initiatives.

KEY SKILLS

- **Operations & Portfolio Management:** Project Manager Leadership, Multi-Project Execution, Resource Allocation, Business Unit Leadership, Preconstruction to Closeout Lifecycle
- **Financial & Risk Management:** P&L Responsibility, Budgeting (20M+), Cost Control, Change Order Approval, Contract Management, Risk Mitigation
- **Process Improvement & Quality Assurance:** Productivity Enhancement, KPI & OKR Frameworks, Quality Control, Process Standardization, Compliance Monitoring
- **Leadership & Stakeholder Relations:** Talent Development, C-Level Communication, Customer Satisfaction, Vendor Management, Cross-Functional Team Leadership (100+)
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company that helps organizations reinvent themselves through innovative technology solutions, specializing in AI-driven software development and large-scale digital transformation.

- Directed a portfolio of projects for Royal Caribbean, managing budgets, scope, and globally distributed teams to enhance the onboard digital guest experience.
- Led a performance optimization program for Dick's Sporting Goods, improving digital platform efficiency by 40% through rigorous project controls and process improvements.
- Championed talent development and staffing for a 150+ person business unit, identifying and onboarding talent for key roles to build high-performance teams.
- Implemented robust project review frameworks, translating complex execution data into RAG status reports for C-level stakeholders to ensure alignment and manage expectations.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A specialized software consultancy delivering custom cloud, data, and streaming solutions for the media, sports, and healthcare industries.

- Managed end-to-end delivery of fixed-price projects for clients like Concacaf, overseeing all phases from proposal and staffing to production deployment and support.
- Implemented project management methodologies across the business unit, establishing standardized processes that improved delivery predictability and client satisfaction on complex healthcare integrations.
- Directed resource allocation and project planning for a 10+ member team, ensuring all projects met contractual obligations for scope, budget, and timeline.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Led the full lifecycle for a public safety solution for the Colombian Police, managing government contracts, development, and operational deployment of 3,000+ devices.
- Directed project execution and quality control for hardware/software integrations, ensuring on-time delivery and adherence to stringent contractual requirements for government clients.
- Oversaw the operations support workflow, establishing protocols for customer support, deployment, and release management to ensure high system uptime and customer satisfaction.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A SaaS provider that developed and scaled a comprehensive POS and business management platform for over 1,000 small businesses in LATAM.

- Managed the complete product development lifecycle, including hands-on technical leadership, to deliver a scalable SaaS platform with numerous third-party hardware integrations.
- Led project implementation and customization for 1,000+ small businesses, ensuring solutions met client operational needs and improved business processes.
- Established and directed the operations support workflow for the entire customer base, enhancing customer retention through effective issue resolution and support.

PROFESSIONAL DEVELOPMENT

Certified SAFe 6 Agilist

01/2025

Scaled Agile, Inc

Advanced Certified ScrumMaster (A-CSM)

08/2024

Scrum Alliance

Certified Scrum Product Owner (CSPO)

09/2023

Scrum Alliance

Certified ScrumMaster (CSM)

07/2022

Scrum Alliance

EDUCATION

Bachelor of Science (B.S.), Computer Engineering

12/2005

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.

Graduate Certificate, Technology Management

12/2008

EAN University, Bogota, Colombia

A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.