

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Management leader with 10+ years of experience defining PMO methodologies and delivering complex transformations across government, healthcare, and finance. Expert in mentoring project managers, establishing governance frameworks, and driving performance with data-driven KPIs. Skilled in Agile (SAFe, Scrum) and traditional methods, translating strategy into execution for large-scale programs.

KEY SKILLS

- **PMO & Governance:** Methodology Development, Project Auditing, KPI Definition & Tracking, Process Improvement, Executive Dashboards, Stakeholder Management.
- **Project Management Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall, Hybrid Models.
- **Leadership & Mentoring:** Team Leadership (+100), Project Manager Coaching, Talent Development, Performance Management, Staffing & Onboarding.
- **Technical & Domain Acumen:** SDLC, Cloud (AWS, GCP), AI Integration, Data Analytics, Application Architecture, Healthcare, Finance, Government Contracts.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Specializes in AI-powered software development and consulting to help organizations reinvent their businesses.

- Established a Scrum of Scrums framework for Banco de Chile, mentoring 5 Scrum Masters and leading +100 engineers to improve delivery predictability and governance.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by implementing and tracking Core Web Vitals as key project KPIs.
- Led PI Planning and defined quarterly roadmaps for Royal Caribbean, translating C-level goals into actionable backlogs and ensuring alignment across three global teams.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company building custom solutions with a focus on cloud services, big data, and media streaming for North American clients.

- Implemented Scrum methodologies for Concacaf, defining KPIs and processes that accelerated media delivery and improved stakeholder visibility into project progress and milestones.
- Directed the development of a voice-to-text application for healthcare clients, reducing documentation time for physicians by 60% through AWS AI services.
- Managed the full lifecycle of a healthcare imaging platform, enabling HL7 V2 integration and improving patient data access for multiple Colombian clinics.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, specializing in public safety bodycam systems and healthcare IoT devices for government and enterprises.

- Led the project lifecycle for the Colombian Police bodycam system, ensuring 100% compliance with strict government contract standards for over 3,000 deployed devices.
- Defined and managed the SDLC and operational workflows for a real-time hospital asset tracking solution, improving communication speed and equipment availability.

- Directed development of an Android-based firmware and management platform, establishing quality controls and release processes that ensured high system uptime and reliability.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering Point-of-Sale (POS) and business management software for over 1,000 small businesses across the retail and wellness industries in Latam.

- Led the complete SDLC for a multi-tenant SaaS POS platform, introducing feature release cycles that increased customer retention by 25% year-over-year.
- Established a standardized process for third-party system integrations, including payment processors and accounting apps, which reduced new client onboarding time by 50%.
- Architected and oversaw the technical support workflow, improving the first-call resolution rate by 30% and maintaining high customer satisfaction scores.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers in Latin America, providing comprehensive wellness services to members across Colombia, Peru, and Chile.

- Directed technology operations and infrastructure deployment for 60+ new sites, establishing standardized processes for networking, security, and support services.
- Led the Microsoft Dynamics CRM implementation, defining business workflows that automated billing processes and improved member data management across the organization.
- Established the company's first IT Service Desk, implementing a ticketing system and support protocols that improved system uptime and ticket resolution rates.

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.