

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading global teams and delivering complex digital transformations across diverse industries including Finance, Healthcare, Retail, Travel/Hospitality, Media, and Public Safety. Expert in Agile (SAFe, Scrum, Kanban) and traditional methodologies, with a proven track record of improving performance and managing 100+ person teams. A-CSM, CSPO, SAFe 6 Agilist certified.

KEY SKILLS

- **Project Management Expertise:** Agile methodologies (SAFe, Scrum, Kanban), Project planning, budgeting, risk management, stakeholder management, scope definition, project delivery, full SDLC, AI integration
- **Technology Proficiency:** AWS, GCP, Azure, AI Chatbots, Generative AI, API development, Data migration, React, React Native, Angular, Java, SQL Server, MySQL, Salesforce CRM,
- **Leadership & Communication:** Team leadership, cross-functional collaboration, executive reporting, client communication, conflict resolution, mentorship
- **Certifications:** SAFe 6 Agilist, A-CSM, CSPO

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT consulting company delivering innovative software development and AI solutions.

- Led the development and implementation of a new AI-powered chatbot for Royal Caribbean's Guest App, improving customer engagement by 15%.
- Successfully managed a 30+ person team on the Dick's Sporting Goods ecommerce platform, resulting in a 40% improvement in Core Web Vitals.
- Drove program performance and cost efficiency across multiple client portfolios, including Banco de Chile and Abastible.
- {{COMPANY_BULLET_4_GLOBANT}}

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm specializing in cloud-based solutions for healthcare and media.

- Managed the AWS cloud migration for a major healthcare client's imaging system, improving system uptime by 20%.
- Successfully delivered Concacaf's streaming services application, utilizing AWS technologies and exceeding client expectations.
- Implemented a voice-to-text solution for healthcare professionals, improving documentation efficiency by 10%.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A software development company providing solutions for government and healthcare sectors.

- Led the development and deployment of a bodycam system for the Colombian Police, encompassing 3000+ devices.
- Successfully implemented a nurse-call system for 10+ clinics and hospitals in Colombia.
- Managed the development of a patient flow tracking board, improving operational efficiency within healthcare facilities.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house providing SaaS solutions for businesses across various industries.

- Led the full software development lifecycle for a POS system used by 1000+ small businesses.
- Successfully managed integrations with various third-party systems, such as biometric devices and payment processors.
- Delivered projects under budget and ahead of schedule, consistently exceeding client satisfaction targets.

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.