SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Solution Delivery Manager with 10+ years of experience leading global engineering teams and delivering complex software solutions in regulated industries. Expert in Lean-Agile program management (SAFe, Scrum), overseeing full SDLC for AI, cloud, and system integration projects. Excels in translating strategic roadmaps into executable plans, managing program-level risks, and delivering metric-driven results to executive stakeholders.

KEY SKILLS

- **Agile & Program Management**: SAFe, Scrum of Scrums, Lean-Agile Practices, PI Planning, Program Roadmap Execution, Risk Mitigation, KPI & OKR Tracking, Budget & Resource Management.
- **Leadership & Stakeholder Engagement**: Cross-Functional Team Leadership (100+), Executive Reporting, Mentoring & Coaching, Performance Management, Strategic Planning, Impediment Resolution, Vendor Relations.
- **Software Development Lifecycle (SDLC)**: Full SDLC Oversight, Release & Deployment Management, System Integration, CI/CD, Quality Assurance, Production Support & Hypercare, Requirements Decomposition.
- **Technologies & Platforms**: Cloud (AWS, GCP), AI (Generative AI, Chatbots), Microservices Architecture, Java, React, SQL/NoSQL, Jira, Confluence.

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company that helps organizations reinvent themselves with AI and software solutions to create a way forward in their industries.

- Led program delivery for Royal Caribbean, managing 3 offshore teams to launch an AI chatbot and guest app features, improving user engagement metrics.
- Directed a +30 person team for Dick's Sporting Goods, boosting e-commerce performance by 40% through adaptive quarterly roadmaps and Core Web Vitals implementation.
- Oversaw a 100+ member team for Banco de Chile, implementing Scrum of Scrums to manage data center migration and new mobile banking features.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native applications, Big Data, and AI-powered solutions for media, sports, and healthcare clients across the Americas.

- Managed end-to-end delivery of a cloud-based media platform for Concacaf, integrating AWS services for streaming and data, increasing fan access to content.
- Led development of a voice-to-text application for healthcare clinics, using AWS Polly to automate medical transcriptions, reducing physician documentation time significantly.
- Directed the integration of medical imaging systems with AWS cloud storage for multiple hospitals, enabling secure, on-demand access to patient DICOM files.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

An engineering company creating integrated hardware and software solutions, specializing in IoT, real-time data processing, and enterprise systems for public safety and healthcare.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices with integrated management software for improved officer accountability.

- Managed the development and deployment of an RFID asset tracking system in 10+ hospitals, improving equipment availability and reducing patient wait times.
- Directed the project from concept to launch for a real-time nurse call system, enhancing communication speed and response times in clinical environments.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A software-as-a-service (SaaS) provider developing point-of-sale (POS) and business management solutions for over 1,000 small businesses in the LATAM market.
- Owned the entire product SDLC for a market-leading POS system, leading a 30-person team to develop features for inventory, billing, and CRM.
- Engineered and deployed integrations with payment processors, biometric devices, and accounting software, automating billing and increasing operational efficiency for clients.
- Led the technical and operations teams, establishing workflows that provided continuous support and release management for a diverse B2B customer base.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, operating over 60 locations across Colombia, Peru, and Chile with a focus on technology-driven member services.
- Directed the IT infrastructure rollout across 60+ new sites, including networking, CCTV, and IP phoning, ensuring operational readiness for business expansion.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, automating billing processes and increasing member retention through improved customer data management.
- Established the company's first IT Service Desk, developing support protocols and workflows that improved system uptime and internal 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.