

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Delivery professional with 10+ years of experience leading distributed teams and complex digital projects in healthcare, technology, and retail. Expert in Agile/Scrum methodologies, full SDLC execution, and continuous process improvement. Excels at managing project scope, timelines, and risks to ensure on-time, high-quality delivery.

KEY SKILLS

- **Agile & Delivery Management:** Scrum, SAFe, Kanban, Lean Practices, Hybrid Models, Process Improvement, Change Management
- **Technical Project Leadership:** Full SDLC, Web Application Development, Cloud Platforms (AWS/GCP), AI Solutions, System Integration
- **Project Management Tools:** Jira, Confluence, Smartsheet, MS Teams, Slack, Azure DevOps
- **Stakeholder & Risk Management:** Dependency Management, Risk Mitigation, C-Level Reporting, Resource Planning, Vendor Management

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Globant helps organizations reinvent themselves and unleash their potential through AI and software development consulting.

- Managed web application portfolios for clients like Royal Caribbean, leading 3 offshore teams to deliver AI chatbot and guest app features, improving user engagement.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by leading teams through Core Web Vitals optimizations and Agile process improvements.
- Directed end-to-end project delivery from RFP analysis to release management, consistently meeting quarterly OKRs and ensuring stakeholder alignment through clear, data-driven communication.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company creating custom solutions with a focus on cloud services, Big Data, and innovative technologies for the media and healthcare industries.

- Led delivery for healthcare clients, launching a voice-to-text app and AWS DICOM integrations, reducing physician documentation time and improving diagnostic data access.
- Managed the end-to-end creation of a media streaming platform for Concacaf, overseeing development on AWS and delivering new features for live matches and statistics.
- Implemented Scrum methodologies for multiple project teams, improving delivery predictability and team velocity while managing fixed-price contracts and client relationships.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm specializing in integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare organizations.

- Led the full SDLC for a bodycam solution for the Colombian Police, deploying over 3,000 devices and a real-time web management platform.
- Directed the technical development and implementation of an integrated nurse-call system in 10+ hospitals, improving communication speed and patient response times.
- Managed project execution under government contracts, ensuring on-time delivery, strict quality assurance, and compliance with all regulatory and operational requirements.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A Software-as-a-Service (SaaS) provider that developed and scaled a comprehensive POS and business management platform for small and medium-sized businesses in LATAM.

- Led the software development life cycle for a SaaS POS product, successfully implementing the solution for over 1,000 small businesses across LATAM.
- Directed integrations with third-party systems including payment processors, biometric devices, and accounting apps, expanding product functionality and market reach.
- Managed technical and operational teams, providing hands-on coding, code review, and release management to ensure product quality and customer satisfaction.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers in South America, providing wellness services and leveraging technology to enhance member experience and operations.

- Managed the technology infrastructure and network deployment across 60+ new sites in Colombia, Peru, and Chile, ensuring operational readiness and system stability.
- Led the implementation of Microsoft Dynamics CRM & ERP, streamlining business processes for billing and customer management and improving data accuracy.
- Established and led the IT Service Desk, developing support workflows and managing a team to maintain high system uptime and user satisfaction.

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.