

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Technical Project Manager with 10+ years of experience delivering complex IT projects on time and on budget. Expert in leading full project lifecycles across software development, infrastructure, data, and security domains. Skilled in financial forecasting, risk mitigation, and stakeholder management. Expert in Agile (SAFe, Scrum, Kanban), Waterfall methodologies, and SDLC tools like Jira, with proficiency in SQL. Excels at translating technical requirements and driving project success in collaborative environments.

### **KEY SKILLS**

- **Project Management & SDLC Methodologies:** SAFe, Scrum, Kanban, Waterfall, Hybrid; Full Lifecycle Management, Risk Mitigation, Budget & Scope Control.
- **Technical & IT Domains:** Software Development, System Integration, Infrastructure & Cloud (AWS, GCP), Data Management, Security.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Slack, Git, SQL (MySQL, SQL Server), Google AI, Firebase.
- **Leadership & Strategy:** Stakeholder Communication, Change Management, Team Leadership & Staffing, RFP Analysis, KPI/OKR Reporting.

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company leveraging AI and innovative technologies to help organizations reinvent their business and unlock potential through custom software development.*

- Directed large-scale digital transformation programs for clients like Royal Caribbean, managing budgets, roadmaps, and global teams of up to 100+ members.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading Core Web Vitals optimization and adaptive agile delivery processes.
- Spearheaded an AI chatbot integration for Royal Caribbean, enhancing guest services and tailoring advertising, managing the project from RFP to production support.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in building custom cloud-based solutions using AI and big data for the media and healthcare industries.*

- Led the end-to-end development of a media streaming platform for Concacaf, integrating AWS services for live streaming and data management on time.
- Managed the delivery of a DICOM imaging integration for multiple hospitals, enabling secure patient data transfer and visualization on AWS cloud infrastructure.
- Implemented a voice-to-text application for healthcare professionals using AWS Polly, improving clinical documentation speed and accuracy by automating transcription processes.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*An IoT company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors to improve operational efficiency.*

- Led the full SDLC and deployment of over 3,000 bodycam devices for the Colombian Police, ensuring on-time delivery under strict government contract regulations.
- Directed the development of a real-time asset tracking system using RFID for 10+ hospitals, improving asset management and reducing operational loss.

- Managed the creation of a nurse call system, integrating Bluetooth hardware with an Android app, which enhanced patient-staff communication speed and responsiveness.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering a comprehensive POS platform with CRM and inventory management for over 1,000 small businesses in retail and fitness sectors.*

- Led the full SDLC for a SaaS POS platform, driving product adoption by over 1,000 businesses across Latam through continuous feature enhancements.
- Integrated payment processing, biometrics, and accounting software into the POS system, automating billing processes and reducing client data entry time significantly.
- Managed a team of 30+ developers, overseeing coding, quality assurance, and release cycles, ensuring high system uptime and customer satisfaction rates.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on providing wellness services supported by a robust technology platform and infrastructure.*

- Managed IT infrastructure deployment across 60+ new sites, including networking, CCTV, and IP phoning, supporting rapid company expansion into 3 countries.
- Led the implementation of Microsoft Dynamics CRM & ERP, streamlining billing and customer management, which directly improved member retention and data accuracy.
- Established and led the IT Service Desk and implemented a biometric access control system, which improved security and facility access resolution times.

### **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.