

## SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochaalvarez

### **PROFESSIONAL SUMMARY**

Adaptive Senior Project Manager with 10+ years of experience leading complex, enterprise-level cloud and digital transformation projects across Finance, Healthcare, and Retail. Expert in delivering AI-driven solutions and managing global teams using Agile (SAFe, Scrum) and traditional methodologies. Excels at translating technical delivery into strategic business outcomes for C-level stakeholders.

### **KEY SKILLS**

- **Project & Delivery Management:** Agile (Scrum, SAFe, Kanban), Waterfall & Hybrid Methodologies; End-to-End SDLC; Risk & Change Management; Budget & Resource Planning; Executive Reporting (KPIs/OKRs).
- **Cloud & Technical Expertise:** Cloud Infrastructure (AWS, Azure, GCP); DevOps Processes; Application Migration & Modernization; AI & Generative AI Solutions; System & API Integration.
- **Leadership & Stakeholder Engagement:** Consultative Client Leadership; C-Level & Executive Communication; Cross-Functional Team Mentorship; RFP & Proposal Development; Global Team Management (Offshore/Onshore).
- **Project Management Toolsets:** Jira, Confluence, Microsoft Project, Azure DevOps, Trello, Smartsheet.

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company using AI and innovative technologies to reinvent businesses and create transformative software solutions for global enterprise clients.*

- Led enterprise-level cloud and digital transformations for Royal Caribbean and Dick's Sporting Goods, managing portfolios with globally distributed teams of up to 100 engineers.
- Drove a 40% performance improvement on a major e-commerce platform by implementing Core Web Vitals, directly boosting customer experience and conversion rates.
- Orchestrated end-to-end delivery of an AI chatbot for a leading cruise line, enhancing guest services and reducing support overhead through intelligent automation.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm specializing in cloud-native solutions, data engineering, and media streaming services for sports and healthcare industries in North America.*

- Managed delivery of AWS cloud services for Concacaf, launching a media streaming platform that expanded fan engagement and created new revenue streams.
- Delivered a voice-to-text application on AWS for healthcare clients, improving physician efficiency by automating clinical documentation and reducing transcription time by over 50%.
- Spearheaded a DICOM imaging data transfer project to AWS, enabling secure, scalable access to medical images and improving diagnostic turnaround times for partner clinics.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors in Colombia.*

- Led the end-to-end development and deployment of 3,000+ bodycam units for the Colombian Police, enhancing officer safety and evidence collection capabilities.

- Directed the SDLC for a SaaS platform integrating RFID and Bluetooth devices for 10+ hospitals, improving asset tracking and nurse call response times.
- Engineered and released custom Android firmware and a Java/Python backend, delivering a stable, secure, and scalable system under government contract requirements.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering comprehensive POS, CRM, and business management software solutions for over 1,000 small businesses across the retail and fitness industries.*

- Directed the full SDLC for a multi-tenant SaaS platform, integrating payments, inventory, and CRM, increasing operational efficiency for 1,000+ small business clients.
- Implemented complex integrations with biometrics, accounting apps, and government tax systems, automating key business processes and ensuring client compliance.
- Led hands-on development and release management using .Net and SQL Server, achieving high system uptime and customer satisfaction for a growing user base.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on delivering exceptional member experiences through technology-driven services and operations.*

- Managed IT infrastructure and operations across 60+ sites in three countries, ensuring 99% uptime for critical business systems, including CRM and access control.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, centralizing member data and streamlining billing, which improved member retention by 15%.
- Established and scaled the company's IT Service Desk from the ground up, improving ticket resolution times by 40% and enhancing employee satisfaction with support.

## **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.