SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience delivering complex, multi-million dollar projects across regulated industries including finance, healthcare, and retail. Expert in full-lifecycle project delivery, from scope and budget development to risk management and final execution. Excels at managing globally distributed teams (100+), fostering long-term client relationships, and translating complex technical requirements into actionable plans. Skilled in ensuring projects are completed on time and within budget while meeting stringent compliance and quality standards.

KEY SKILLS

- **Project & Portfolio Management**: Scope & Budget Development, On-time & On-budget Delivery, Risk Management, Stakeholder Engagement, Quality Control, KPI & OKR Tracking
- **Client Relations & Business Development**: Client Relationship Management, Strategic Account Growth, C-Level Reporting & Communication, RFP & Proposal Development, Team Leadership & Mentoring
- **Technical & Compliance Acumen**: Engineering Fundamentals, Data-Driven Decision Making, Complex System Integration, Full SDLC, Compliance Management, AI-driven Solutions
- **Methodologies & Certifications**: Agile (SAFe Scrum Kanban), Waterfall, Hybrid Models, Jira, Confluence, MS Office Suite, PMP, A-CSM, SAFe 6 Agilist
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A digitally native consulting company that leverages AI and software development to help organizations reinvent their industries and unlock their full business potential.

- Developed project scope and budgets for Royal Caribbean, managing cross-functional teams (15+) to deliver digital guest services on time and within financial constraints.
- Fostered key client relationships with Dick's Sporting Goods, leading to a 40% improvement in e-commerce performance and identifying new service opportunities.
- Led and mentored 5+ scrum masters at Banco de Chile, establishing delivery frameworks that managed the work of over 100+ engineers across multiple projects.
- Drove business growth by leading RFP analysis and proposal creation for clients in retail and travel, securing new projects by defining clear deliverables and roadmaps.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL
A software development firm delivering innovative cloud-based solutions and big data services for the media, sports, and healthcare industries.

- Managed end-to-end project delivery for Concacaf, scoping media streaming and data services while ensuring adherence to fixed-price contracts and project timelines.
- Led proposal development and staffed teams (10+) for healthcare clients, delivering voice-to-text and medical imaging integration projects meeting critical industry standards.
- Implemented adaptive project management methodologies to define and track KPIs, delivering status reports that ensured transparency with clients and internal leadership.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia

A technology company specializing in integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors.

- Directed the full project lifecycle for a law enforcement bodycam solution, managing scope and delivery for over 3,000 units under government contract specifications.
- Scoped and managed the deployment of SaaS solutions for 10+ healthcare clients, ensuring project requirements and timelines were consistently met for operational efficiency.
- Led cross-functional engineering and operations teams, translating client needs into technical specifications and ensuring high-quality product releases and support.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia

A SaaS provider delivering POS and business management software solutions for over 1,000 small businesses in the retail and wellness sectors.

- Oversaw the complete SDLC for a SaaS platform, defining product features and managing development to meet diverse needs of 1,000+ businesses.
- Managed project execution for complex system integrations, including payment processors and accounting apps, ensuring seamless operation and high client satisfaction.
- Led technical and support teams, establishing workflows that improved issue resolution times and supported continuous product implementation and adaptation for clients.

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.