

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex digital transformations and defining project governance in regulated industries, including Healthcare and Finance. Expert in Agile (Jira), Hybrid, and Waterfall methodologies to deliver strategic initiatives. Strengths in developing end-to-end project plans, establishing governance frameworks, managing business operations, facilitating executive-level reporting (KPIs/OKRs), and leading cross-functional teams to achieve organizational goals.

KEY SKILLS

- **Project Governance & Strategy:** Governance Framework Design, Strategic Planning, Business Operations, Risk Management, KPI & OKR Definition, Executive Reporting.
- **Project Management Methodologies:** Agile (Scrum, SAFe, Kanban), Hybrid Models, Waterfall, SDLC, Lean Startup.
- **Leadership & Stakeholder Management:** Cross-Functional Team Leadership, C-Level Communication, Stakeholder Workshop Facilitation, Resource Allocation, Vendor Management.
- **Tools & Technologies:** Jira, Confluence, MS Teams, Asana, Azure, AWS, GCP, Google AI.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm focused on reinventing businesses through innovative technology solutions, specializing in AI-driven software development and large-scale digital transformation.

- Led project governance for Royal Caribbean, defining KPIs and PI planning, ensuring on-time delivery of features for the Guest App, enhancing customer experience.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by implementing adaptive roadmaps and optimizing cross-functional team velocity and resource allocation.
- Orchestrated project planning and staffing for 150+ roles at Banco de Chile, establishing a Scrum of Scrums model to align multiple teams.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm delivering custom solutions in media and healthcare, leveraging cloud services and big data to build high-impact digital products.

- Directed end-to-end project lifecycle for healthcare clients, launching imaging integration platforms which improved diagnostic workflow efficiency and patient data access.
- Implemented a hybrid Scrum-Waterfall model for Concacaf, defining project scope and delivering a media streaming service, increasing fan engagement across championships.
- Established project plans and governance for healthcare initiatives, including voice-to-text apps that reduced documentation time for medical professionals by 30%.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company developing integrated hardware and software solutions for public safety and healthcare, focusing on IoT and real-time data management systems.

- Led project execution for the Colombian Police bodycam initiative, deploying 3,000+ devices under strict governmental contract compliance, enhancing officer accountability and public safety.
- Managed the development and deployment of a nurse-call system in 10+ hospitals, improving patient care response times through streamlined communication workflows.

- Defined project constraints and operational workflows for SaaS-based asset tracking solutions in hospitals, increasing efficiency in locating critical medical equipment.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

An entrepreneurial software house that created a leading SaaS POS platform for over 1,000 SMBs in the fitness, retail, and restaurant industries.

- Directed the full SDLC for a SaaS POS platform, scaling to over 1,000 small businesses and increasing their operational efficiency with integrated payment processing.
- Led technical integrations with biometrics and government tax systems, expanding product marketability and ensuring regulatory compliance for clients in Latin America.
- Managed a 30-person team in a hybrid environment, delivering continuous product enhancements that drove high customer retention rates in the competitive SMB market.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading chain of health and fitness centers across Latin America, committed to improving members' quality of life through professional training and technology.

- Managed the implementation of Dynamics CRM & ERP systems, automating billing and member management, which directly supported business scaling to 60+ locations.
- Led IT service desk and infrastructure operations across Colombia, Peru, and Chile, maintaining 99% system uptime to support all daily business functions.
- Directed the lifecycle for a new biometric access control system, improving security and member check-in efficiency by 50% across all fitness centers.

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.