SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading cross-functional teams and delivering complex technical projects across diverse, regulated industries. Expert in full-lifecycle project delivery, from scope and budget management to ensuring compliance with rigorous industry standards. A skilled client liaison with a history of managing multi-project portfolios and driving program performance.

KEY SKILLS

- **Project & Program Management**: Full Project Lifecycle, Budget & Schedule Control, Risk Management, Resource Planning, Multi-Project Coordination, Stakeholder Reporting.
- **Client Relations & Onboarding**: Client Liaison, Relationship Management, Scope & Service Strategy, Program Onboarding, C-Level Communication, RFP & Proposal Development.
- **Quality & Compliance Oversight**: Technical Review, Quality Assurance, Industry Standards Adherence (SAFe, Scrum, PMI), Performance Metrics (KPIs/OKRs), Release Management.
- **Team Leadership & Mentoring**: Cross-functional Team Direction, Staff Mentoring & Development, Performance Improvement, Agile Coaching, Staffing & Resource Allocation.

PROFESSIONAL EXPERIENCE

Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia
A digitally native consulting company that helps organizations reinvent themselves with AI and software solutions to create a way forward in their industry.

- Served as the primary client liaison for Royal Caribbean, directing multiple concurrent projects and cross-functional teams to ensure timely, high-quality product delivery.
- Managed program budgets and schedules for Dick's Sporting Goods, improving e-commerce platform performance by 40% through strict adherence to KPIs and quarterly roadmaps.
- Led and mentored a team of 5 scrum masters and over 100 engineers for Banco de Chile, establishing program frameworks and driving execution excellence.

Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.
A software development firm delivering custom cloud-based solutions, big data analytics, and media streaming services for sports and healthcare clients.

- Partnered with clients like Concacaf to define project scopes, develop proposals, and lead full product implementation from inception through production support.
- Delivered complex integration solutions for healthcare clients, ensuring compliance with industry data standards (HL7, DICOM) and improving inter-system data flow.
- Directed cross-functional teams of 10+ engineers to deliver custom applications, implementing agile methodologies to improve delivery timelines and product quality.

Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.
A technology company that developed integrated hardware and software solutions, including bodycams and IoT devices for public safety and healthcare sectors.

- Managed end-to-end delivery of hardware/software solutions for the Colombian Police, ensuring strict compliance with government contract requirements and technical specifications.
- Led deployment and operations for over 3,000 bodycam units across multiple cities, overseeing the entire software and hardware lifecycle to improve public safety.

- Provided technical leadership to a team of 10+ engineers, defining project constraints and driving the successful release of complex integrated systems on schedule.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider that developed and scaled a comprehensive POS software solution for over 1,000 small businesses in the retail and service industries.
- Directed the complete software development lifecycle for a market-leading SaaS POS product, driving feature development, integration, and continuous improvement.
- Led the implementation and adaptation of the POS solution for over 1,000 small businesses, significantly expanding market penetration across Latin America.
- Led technical and operations teams of 30+ people, managing hands-on coding and quality reviews to customer support workflows, improving client retention.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain operating over 60 sites across Colombia, Peru, and Chile with a focus on technology-driven member services.
- Managed multi-site infrastructure implementation across 60+ locations in three countries, overseeing networking, security, and CCTV systems from planning to operation.
- Led the technical implementation of Microsoft Dynamics CRM & ERP systems, managing the full project lifecycle to centralize operations and enhance data management.
- Established and led the IT Service Desk, developing support protocols that improved system uptime and increased user satisfaction for critical business applications.

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.