

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

PROFESSIONAL SUMMARY

Adaptive Scrum Master with 10+ years of experience guiding global teams in delivering complex CRM and digital solutions across regulated industries. Expert in Agile (SAFe, Scrum, Kanban) and coaching teams toward business-led agility and continuous improvement. Specializing in Salesforce-based project delivery, impediment resolution, and facilitating ceremonies for multiple cross-functional squads. A skilled delivery enabler, adept at aligning technical execution with strategic business value in fast-paced, enterprise environments.

KEY SKILLS

- **Agile Methodologies & Coaching:** SAFe, Scrum, Kanban, Scrum of Scrums; Facilitation, Impediment Resolution, Continuous Improvement, Team Coaching.
- **CRM & Platform Delivery:** Salesforce CRM, Cloud Platforms (AWS, GCP), AI Solutions (Chatbots, Gen AI), Full SDLC Management.
- **Project Management & Tools:** End-to-End Project Delivery, Stakeholder Management, Risk Management, Budgeting; Jira, Confluence, MS Teams.
- **Regulated Industry Experience:** Finance, Healthcare, Energy, Public Safety; Compliance Documentation, Process Rigor.

PROFESSIONAL EXPERIENCE

Scrum Master

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Focuses on AI-powered transformation and software development to help organizations reinvent their businesses and industries.

- Guided agile ceremonies for 3+ global teams at Royal Caribbean, aligning delivery with PI planning to launch new features, boosting guest app engagement.
- Coached agile practices and resolved impediments for Dick's Sporting Goods, improving e-commerce platform performance by 40% through targeted backlog refinement and execution.
- Led Scrum of Scrums for a 150-person program at Banco de Chile, managing teams and delivering key features for a new metaverse branch.

Scrum Master

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in cloud-native applications and AI-driven solutions for media, sports, and healthcare, delivering tailored products for international clients.

- Implemented Scrum for Concacaf, launching new media streaming services on AWS, increasing fan access to live matches and on-demand content.
- Managed delivery for healthcare clients, integrating voice-to-text and imaging solutions, improving physician workflow efficiency and reducing patient data processing time.
- Directed end-to-end product development from RFP to production support, ensuring timely delivery and high-quality outcomes for all fixed-price projects.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

Provider of integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety, law enforcement, and healthcare sectors.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying 3,000+ devices and improving officer safety and evidence collection.

- Directed project delivery for a nurse call system in 10+ hospitals, using RFID and custom hardware to reduce patient wait times.
- Managed development and operations teams, ensuring on-time delivery under strict government contract regulations and quality standards for mission-critical systems.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering customizable POS and business management software for small to medium-sized businesses in retail, fitness, and hospitality across Latin America.

- Oversaw the complete SDLC for a flagship SaaS POS product, leading to successful implementation for over 1,000 small businesses in LATAM.
- Led technical teams hands-on, managing coding, releases, and integrations with biometrics and payment systems, enhancing product functionality and market competitiveness.
- Directed operations and support workflows, automating billing and customer management processes which significantly increased member retention and operational efficiency for clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services and leveraging technology to enhance member experience and operations.

- Managed the full lifecycle for a custom CRM and billing platform, which automated key business processes and supported growth to over 60 locations.
- Led the implementation of Dynamics CRM and ERP systems, integrating business operations across Colombia, Peru, and Chile to centralize data management.
- Directed IT infrastructure and service desk operations, achieving high system uptime and a 95% ticket resolution rate for thousands of corporate users.

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.