SEBASTIAN OCHOA ALVAREZ
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PROFESSIONAL SUMMARY

Adaptive Solution Delivery Manager with 10+ years of experience leading global teams and delivering complex digital transformations for government, healthcare, and finance sectors. Expert in managing the full SDLC for AI-driven, cloud-based, and system integration solutions, with a history of improving performance and managing large-scale staffing. Master of Agile (SAFe, Scrum, Kanban) and hybrid methodologies, with strengths in end-to-end program delivery from roadmap to release, executive reporting, and risk mitigation.

KEY SKILLS

- **Agile & Program Management**: SAFe (PI Planning), Lean-Agile Principles, Scrum, Kanban, Scrum of Scrums, Hybrid Models, SDLC, Release Management
- **Leadership & Strategy**: Cross-Functional Team Leadership, Executive Stakeholder Engagement, Performance Metrics (KPIs/OKRs), Risk & Dependency Management, Mentoring & Coaching
- **Technical & Platform Expertise**: AI/ML Solutions (Chatbots, GenAI), Cloud Platforms (AWS, GCP), System Integration, Data Migration, CI/CD Pipelines
- **Industry & Domain Acumen**: Public Sector, Healthcare, Finance & Banking, Retail & E-commerce, Travel & Hospitality, Media & Entertainment

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native consulting company using AI and innovative software solutions to reinvent business for top-tier clients across industries like finance and retail.

- Led program delivery for Royal Caribbean, launching an AI chatbot and guest app features by managing three global teams and executing quarterly PI planning.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading a 30+ person team in a Scrum of Scrums agile model.
- Managed a 100+ person team for Banco de Chile, overseeing a data center migration to GCP and implementing a Scaled Agile framework.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software consultancy specializing in custom solutions, leveraging cloud services and big data technologies for media and healthcare clients in the Americas.

- Delivered an end-to-end media streaming platform for Concacaf, managing a 10+ person team and AWS cloud services to expand audience reach.
- Led delivery of AWS-based voice-to-text and medical imaging solutions for multiple hospitals, improving clinician workflow efficiency and data accessibility.
- Orchestrated the full project lifecycle from RFP to production support for fixed-price contracts, ensuring on-time delivery and high client satisfaction.

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

An engineering firm delivering integrated hardware and software solutions for law enforcement, public safety, and healthcare sectors, specializing in IoT and data management.

- Led the end-to-end development and deployment of 3,000+ bodycams for the Colombian Police, ensuring full compliance with government contract regulations and timelines.

- Directed the SDLC and operations for a custom bodycam management platform, including real-time streaming, facial recognition, and secure data handling.
- Managed the implementation of IoT nurse-call systems in 10+ hospitals, leading to faster medical team response times and improved patient care.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider delivering POS and business management software for over 1,000 small businesses in the retail, fitness, and health industries across LATAM.
- Spearheaded the full SDLC for a SaaS POS platform, incorporating payment processing and inventory management to streamline small business operations.
- Led a 30+ person development team, providing hands-on technical guidance and managing integrations with biometrics, printers, and accounting apps.
- Grew the company as a co-founder, managing product strategy and customer support to achieve widespread adoption across the LATAM market.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across South America, providing wellness services to a large member base in Colombia, Peru, and Chile.
- Managed the IT infrastructure and technology platform rollout across 60+ new sites in three countries, ensuring operational readiness and system stability.
- Led the implementation of Dynamics CRM & ERP systems, automating billing and member data management to support rapid business expansion and retention.
- Established and led the IT Service Desk, implementing support workflows and improving system uptime for all corporate and gym locations.

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.