SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex, cross-functional projects across public and private sectors. Expert in end-to-end project lifecycle management, from proposal and planning to execution, budget oversight, and delivery. Skilled in managing client commitments and driving project success in diverse technical environments.

KEY SKILLS

- **Project & Program Management**: End-to-End Project Execution, Proposal Development, Risk & Budget Management, Stakeholder Reporting, Client Management.
- **Leadership & Team Management**: Cross-Functional Team Leadership, Resource Allocation & Staffing, Performance Tracking (KPIs & OKRs), Vendor Management.
- **Methodologies & Frameworks**: Adaptive Project Management, Hybrid Waterfall & Agile, Scrum, Kanban, SAFe.
- **Project Management Tools**: Jira, Confluence, Asana, MS Teams, Slack, Azure DevOps.

PROFESSIONAL EXPERIENCE

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

A digitally native company offering innovative technology solutions. Globant helps organizations reinvent themselves and unleash their potential through AI and software development consulting.

- Directed complex project portfolios for clients like Royal Caribbean and Dick's Sporting Goods, managing proposals, planning, and execution to meet all client commitments.
- Led globally distributed teams of over 100 engineers to deliver technical solutions, improving e-commerce platform performance by 40% through adaptive quarterly roadmaps.
- Managed all project constraints, including scope, budget, and scheduling, providing C-level status reports to ensure seamless project delivery and operational handoff.

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

A software development firm specializing in creating custom digital products, focusing on cloud services and data-intensive applications for media and healthcare clients.

- Managed full-cycle project delivery for media and healthcare clients, from initial proposal and team staffing to successful production launch and hyper-care support.
- Oversaw the development of data-intensive AWS cloud solutions, ensuring all technical specifications were met and enhancing media streaming services for Concacaf.
- Established and tracked key performance indicators (KPIs) to monitor project health, ensuring on-time delivery and alignment with the client's strategic business goals.

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

A technology company developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare organizations.

- Led integrated hardware and software projects for the Colombian Police, managing the full lifecycle from planning through deployment and support under government contract terms.
- Directed field operations and technical support for over 3,000 deployed bodycams, ensuring high reliability and improving evidence management for law enforcement.
- Provided hands-on project management for developing and installing nurse call systems in 10+ hospitals, improving patient care response times and communication efficiency.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A software-as-a-service (SaaS) company that developed and supported a point-of-sale (POS) and management platform for small and medium-sized businesses.
- Directed the full product lifecycle for a SaaS POS platform, leading to its successful adoption by over 1,000 small businesses in the retail sector.
- Managed complex third-party integrations with payment processors, biometric systems, and accounting apps, significantly expanding product capabilities and market competitiveness.
- Led a 30-person technical team with hands-on architectural oversight, ensuring product quality and stability, which reduced customer support tickets by 25%.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain in Latin America, providing comprehensive wellness services and operating facilities across multiple countries.
- Managed the technology infrastructure lifecycle across 60+ new sites in three countries, overseeing network, security, and enterprise system implementations to support business expansion.
- Led the company-wide implementation of Microsoft Dynamics CRM and ERP systems, improving operational efficiency and centralizing data management for over 150,000 members.
- Established and directed the IT Service Desk from the ground up, implementing ITIL-based protocols that improved system uptime and internal service delivery.

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.