

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Technical Project Manager with 10+ years of experience leading complex, end-to-end projects for global teams. Expert in developing and optimizing workflows, implementing rigorous QA/QC protocols, and managing data-intensive digital transformations. Skilled in resource coordination, financial tracking, and strategic planning using Agile and traditional methodologies. Excels at translating complex requirements into actionable plans and ensuring meticulous project execution from start to finish, driving efficiency and quality across industries like retail, finance, and healthcare.

### **KEY SKILLS**

- **Project & Process Management:** SAFe, Scrum, Kanban, Waterfall, Process Optimization, Workflow Development, Resource & Schedule Coordination, SDLC.
- **Quality & Document Management:** QA/QC Protocols, Documentation Standards, Confluence, Jira, Asana, Document Archival & Retrieval, Regulatory Compliance.
- **Data & Financial Management:** Data Integrity & Processing, Database Management (SQL), Budgeting & Financial Tracking, Invoicing & Reconciliation, KPI & OKR Reporting.
- **Technical & Platform Acumen:** Cloud Platforms (AWS, GCP), Geolocation & Mapping Features, AI Integration, System & API Integration, Data Migration.

### **PROFESSIONAL EXPERIENCE**

#### **Technical Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company focused on reinventing businesses through innovative technology solutions, AI, and software development for leading global brands.*

- Led PI Planning for Royal Caribbean, coordinating 3 global teams to align roadmaps and deliver features like AI chatbots on time and budget.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by implementing new QA processes and optimizing quarterly roadmaps with Scrum of Scrums.
- Managed staffing and project constraints for 150+ roles at Banco de Chile, overseeing budget, scope, and delivery of complex data migration projects.

#### **Technical Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm delivering custom cloud-based solutions, specializing in media streaming, Big Data, and healthcare applications for international clients.*

- Coordinated development for the Concacaf App, managing project lifecycle from RFP to production, ensuring seamless streaming and data delivery for fans.
- Directed AWS data integration projects for healthcare clients, processing medical imaging and voice-to-text data, improving physician access and workflow efficiency.
- Implemented Scrum methodologies for 10+ person teams, defining KPIs and establishing hyper-care support processes that improved product stability post-launch.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, including bodycams and RFID tracking systems for public safety and healthcare sectors.*

- Led the end-to-end SDLC for a bodycam system for the Colombian Police, coordinating hardware firmware, software development, and field deployment.

- Managed operations and QA for over 3,000 deployed devices, defining support workflows and ensuring high reliability for mission-critical government contracts.
- Directed the implementation of patient-flow and asset tracking systems in 10+ hospitals, integrating RFID and Bluetooth hardware with custom software.

### **Technical Project Manager**

08/2012 - 12/2018

**IT Big Boss Software House**, Medellin, Colombia.

*A SaaS provider delivering a comprehensive POS platform with custom integrations for over 1,000 small businesses in the retail and wellness industries.*

- Owned the full product SDLC for a POS system, leading hands-on development and release management that expanded features for 1,000+ businesses.
- Engineered complex integrations for payment processing, biometrics, and accounting software, enhancing system functionality and customer value across diverse business needs.
- Established the operations support workflow, leading technical teams in resolving customer issues and ensuring high uptime for the SaaS platform.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on delivering wellness through a network of high-tech-enabled club locations.*

- Managed IT infrastructure and service desk operations across 60+ sites in 3 countries, ensuring high system uptime for members and staff.
- Led the technical implementation of Dynamics CRM & ERP, automating billing processes and centralizing member data to improve operational efficiency.
- Directed the lifecycle for a company-wide access control system, integrating software, turnstiles, and biometrics to enhance security and member experience.

## **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.