SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

PROFESSIONAL SUMMARY

Adaptive Scrum Master/Project Manager with 10+ years of experience leading complex digital projects, with a strong specialization in the healthcare industry. Expert in driving efficiency and team motivation through Agile (Scrum, Kanban, SAFe) and hybrid methodologies. Skilled in full-cycle project delivery, including budget management, KPI tracking, executive reporting, and facilitating external supplier partnerships.

KEY SKILLS

- **Project & Process Management**: Scrum, Kanban, SAFe, Hybrid Methodologies, Budget & Forecast Management, KPI & Progress Tracking, Continuous Improvement
- **Healthcare & Technology Expertise**: Healthcare Systems (HL7, DICOM), EMR/EHR Integrations, AI-driven Solutions, Cloud Platforms (AWS, GCP), SDLC Management
- **Leadership & Communication**: Executive Reporting, Stakeholder Management, External Supplier Facilitation, Team Motivation & Coaching, Global Team Leadership
- **Tools & Platforms**: Jira, Confluence, ClickUp, Asana, MS Teams, Slack, Power BI, SQL

PROFESSIONAL EXPERIENCE

Project Manager & Scrum Master   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering AI-powered solutions and software development consulting, helping organizations reinvent themselves and create a way forward in their industries.

- Managed budgets for Royal Caribbean, leading cross-functional teams to deliver AI chatbot and mobile features, enhancing guest experience and increasing onboard revenue.
- Boosted e-commerce platform performance by 40% for Dick's Sporting Goods by leading Agile teams and implementing Core Web Vitals improvements, increasing sales.
- Facilitated PI Planning for banking clients, managing +100 engineers to deliver data warehousing and app features on schedule, improving data-driven decision-making.

Scrum Master & Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

A software consultancy specializing in custom solutions, focusing on AI, cloud services, and complex data integrations for the media and healthcare industries.

- Led development of healthcare imaging solutions for clinics, integrating DICOM and AWS, improving diagnostic workflow efficiency and reducing patient data access times.
- Deployed voice-to-text applications for healthcare professionals, leveraging AWS Polly to streamline medical record entry and improve physician productivity and accuracy.
- Implemented EMR integrations using HL7 v2 standards, ensuring seamless data flow between hospital systems which enhanced continuity of patient care across departments.

Technical Project Manager   01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm creating integrated hardware and software solutions for public safety and healthcare, focusing on operational efficiency and real-time data analysis.

- Deployed a nurse call system across 10+ hospitals, integrating Bluetooth and RFID devices to reduce patient response times and improve patient safety outcomes.
- Managed the end-to-end project for a bodycam solution for law enforcement, ensuring on-time delivery and compliance with strict government contract regulations.
- Led development of a patient flow tracking board for clinics, optimizing surgery scheduling and enhancing communication between medical teams and patient families.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A software house providing a comprehensive SaaS POS platform for small businesses in retail, fitness, and health, serving over 1,000 clients in Latam.
- Directed the full SDLC for a SaaS POS system used by health and fitness centers, automating billing which increased member retention rates.
- Integrated biometric and access control systems for over 1,000 businesses, enhancing security and streamlining member check-in, reducing front-desk workload by 30%.
- Led development of CRM and inventory modules, providing key analytics that helped businesses optimize stock levels and improve targeted customer engagement strategies.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness club chain in Latin America, operating over 60 sites across multiple countries, focused on leveraging technology for wellness.
- Managed the technology infrastructure expansion to over 60 sites, ensuring 99.9% uptime for critical systems including CRM, access control, and billing platforms.
- Led the implementation of Dynamics CRM & ERP systems, consolidating member data and financial reporting, improving operational efficiency and business intelligence capabilities.
- Established the IT Service Desk, implementing support protocols that improved system stability and achieved a 95% user satisfaction score across the organization.

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.