

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading complex operational and digital transformation projects across healthcare, finance, and retail. Expert in managing end-to-end project lifecycles, from workplan development to implementation. Excels in stakeholder presentations, process improvement, and legacy system transitions. Skilled in Agile (Scrum, Kanban) and traditional methodologies, with strengths in creating reporting dashboards, managing large-scale workflows, and ensuring on-time delivery.

### **KEY SKILLS**

- **Project & Operations Management:** End-to-End Project Lifecycle, Process Improvement, Change Management, Stakeholder Presentations, Risk & Issue Escalation.
- **Methodologies & Frameworks:** Agile (SAFe, Scrum, Kanban), Waterfall & Hybrid Models, SDLC, Business Requirement Gathering.
- **Technical & Platform Acumen:** Healthcare Systems (DICOM, HL7), CRM/ERP (Salesforce, Dynamics), Cloud (AWS, GCP), Jira, Confluence.
- **Data & Reporting:** KPI & OKR Tracking, Performance Metrics Dashboards, Capacity & Velocity Planning, Financial Oversight.

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company that reimagines businesses through innovative technology solutions, specializing in AI-driven software development and large-scale digital transformation.*

- Drove 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing large-scale digital workflows.
- Managed end-to-end delivery of guest-facing applications for Royal Caribbean, leading cross-functional teams and presenting project status and KPIs to C-level stakeholders.
- Orchestrated a large-scale datacenter migration from on-prem to GCP for Banco de Chile, ensuring seamless transition and operational continuity for critical banking applications.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A software development firm creating bespoke digital solutions, focusing on cloud services, big data applications, and tailored software for media and healthcare industries.*

- Led the implementation of an imaging integration platform for multiple clinics, transitioning from legacy systems and improving data accessibility for medical staff.
- Developed a voice-to-text application for healthcare professionals, improving clinical documentation efficiency and reducing manual data entry for over 100 users.
- Managed the development of a media streaming platform for Concacaf, overseeing complex workflows from media ingestion to live delivery, enhancing fan engagement.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company developing integrated hardware and software solutions, specializing in IoT devices and management platforms for public safety and healthcare operations.*

- Directed the full lifecycle of a bodycam system for the Colombian Police, including a platform for evidence review, real-time tracking, and operational reporting.
- Implemented a Bluetooth nurse-call system across 10+ hospitals, optimizing clinical workflows and improving patient-staff communication and response times.

- Led operations and deployment for 3,000+ bodycam units, managing firmware updates and support workflows to ensure reliability under strict government contract SLAs.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider that delivered and supported a comprehensive POS and business management platform for over 1,000 small businesses in the retail and service industries.*

- Engineered a SaaS POS platform with payment processing, inventory control, and automated billing, increasing operational efficiency for 1,000+ SMB clients.
- Led integrations with third-party accounting and government tax systems, ensuring compliance and seamless financial data flow for a diverse client base.
- Directed the complete software development life cycle and client support operations, resulting in high platform adoption and strong customer retention.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, focused on delivering premium wellness services supported by robust, integrated technology infrastructure.*

- Managed the full lifecycle of the company's CRM and billing software, automating member billing cycles and improving financial reporting across 60+ locations.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, transitioning from legacy systems to unify sales, operations, and financial data enterprise-wide.
- Established and led the IT Service Desk and infrastructure operations for 60+ sites, ensuring high system uptime and security for all member-facing technology.

## **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.