

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading teams and delivering complex projects across diverse industries. Expert in end-to-end project execution, from planning and scheduling to procurement, budget oversight, and quality control. Skilled in managing project constraints and ensuring on-time delivery through adaptive and traditional methodologies. Excels at stakeholder communication and coordinating cross-functional teams to achieve strategic business goals and ensure successful project conclusions.

KEY SKILLS

- **Project & Program Management:** End-to-End Project Lifecycle, Budgeting & Cost Control, Scheduling, Procurement, Risk Management, Quality Control.
- **Leadership & Team Supervision:** Cross-functional Team Leadership, Resource Allocation, Performance Management, Stakeholder Engagement & Reporting.
- **Methodologies:** Agile (Scrum, Kanban, SAFe), Waterfall, Hybrid Models.
- **Tools & Platforms:** MS Office Suite, Google Suite, Jira, Confluence, Asana.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses through custom software development and strategic solutions for global clients.

- Led project planning for Royal Caribbean, managing schedules, budgets, and teams of 15+ to deliver multiple guest-facing digital products successfully and on time.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by optimizing team velocity, managing quarterly roadmaps, and ensuring stringent quality control.
- Directed team allocation and methodology for 150+ personnel on a major banking project, delivering clear KPI reports and status updates to C-level stakeholders.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company creating custom solutions for media, sports, and healthcare industries, with a focus on cloud services and data-driven applications.

- Managed end-to-end project delivery for Concacaf, from proposal to production support, ensuring project constraints of scope, time, and budget were consistently met.
- Supervised the implementation of critical healthcare solutions, coordinating with hospital clients to ensure all project requirements for imaging and data integration were successfully delivered.
- Established and led high-performance teams, defining project scope, procuring resources, and implementing Scrum methodologies to streamline workflows and improve delivery predictability.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An engineering firm developing integrated hardware and software solutions for law enforcement, public safety, and healthcare, specializing in IoT and real-time data systems.

- Led the full project lifecycle for a government contract with Colombian Police, managing quality, deployment, and support for over 3,000 bodycam units nationwide.
- Directed on-site implementations for 10+ hospitals, overseeing hardware installation, software integration, and operational workflows, improving communication speed between medical staff and patients.

- Oversaw project definition and team staffing for 10+ engineers, leading technical execution to ensure on-time delivery and compliance under strict government contract regulations.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering point-of-sale (POS) and business management software for over 1,000 small businesses in the retail, fitness, and wellness sectors.

- Managed the full software development lifecycle for a flagship SaaS product, overseeing development, quality assurance, and release management, increasing member retention for clients.
- Led operations and customer support workflows, ensuring high system uptime and effective ticket resolution for a diverse portfolio of over 1,000 business clients.
- Directed product implementation and adaptation across LATAM, managing integrations with payment processors and hardware, which automated billing and reduced data entry time.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in South America, operating over 60 sites across Colombia, Peru, and Chile with technology-driven member services.

- Managed infrastructure deployment for 60+ new sites, overseeing networking, security, and IT services to support aggressive business expansion and ensure 99% system uptime.
- Led the implementation of Dynamics CRM & ERP systems, managing vendor relationships and project timelines to centralize business operations and improve billing accuracy.
- Established and supervised the company-wide IT Service Desk, defining support protocols and managing a team to achieve a 95% satisfaction score for technical support.

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.