

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years leading risk-oriented technology programs in global financial services and tech. Expert in cross-functional execution, dependency management, and delivery integrity for product-focused initiatives. Strengths in executive reporting (Jira, Confluence), risk mitigation frameworks, and stakeholder alignment across distributed teams. Expert in Agile (SAFe, Scrum) and hybrid methodologies to ensure timeline adherence and program transparency.

KEY SKILLS

- **Program & Project Management:** Cross-Functional Execution, Dependency Management, Risk & Issue Tracking, Global Team Coordination, Executive Reporting, Timeline & Milestone Management
- **Methodologies & Governance:** Agile (SAFe, Scrum, Kanban), Hybrid Models, Program Governance, SDLC, Product Lifecycle Management, PI Planning
- **Tools & Technologies:** Jira, Confluence, Smartsheet, MS Teams, Slack, MS Project
- **Domains & Industries:** Financial Services (Payments, Banking), E-commerce, SaaS, Risk-Oriented Technology, B2B Systems, Cloud Platforms (AWS, GCP)

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to help organizations reinvent themselves and unleash their potential across global industries.

- Directed a datawarehouse migration to GCP for Banco de Chile, establishing program governance and risk mitigation frameworks, ensuring delivery integrity for financial data.
- Managed timelines for Royal Caribbean's Guest App, coordinating 3 global teams to deliver an AI chatbot, improving guest engagement and ancillary onboard revenue.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by managing cross-functional dependencies and delivering executive-level KPI reporting on project milestones.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in creating bespoke cloud-based solutions, Big Data analytics, and media streaming services for international clients.

- Led delivery of a DICOM-compliant medical imaging platform on AWS, managing risk workflows and ensuring data security for multiple healthcare clients.
- Coordinated development of a media streaming service for Concacaf, managing dependencies between offshore teams to deliver live matches with 99.9% uptime.
- Implemented Scrum and maintained all program artifacts using Clickup, improving delivery transparency and team alignment across a 10+ member engineering team.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An engineering firm developing integrated hardware and software solutions, including IoT devices and management platforms for public safety and healthcare sectors.

- Managed the end-to-end SDLC for a bodycam system for law enforcement, navigating strict government contract requirements and ensuring on-time delivery for 3,000+ devices.
- Coordinated hardware (Android) and software (Java) team dependencies to deliver a real-time geolocalization and video streaming platform, improving officer safety.

- Deployed a SaaS-based nurse call system across 10+ hospitals, managing system integrations and reducing patient wait times through streamlined deployment processes.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A software-as-a-service (SaaS) provider delivering comprehensive POS and business management solutions for over 1,000 small businesses across Latin America.

- Oversaw the full product lifecycle for a POS system, including payment processing and invoicing features, resulting in adoption by over 1,000 businesses.
- Managed critical system integrations for biometric scanners and payment devices, de-risking cross-functional deliverables and ensuring seamless product operation for users.
- Led the operations and support workflow for the SaaS platform, establishing processes that improved system uptime and customer satisfaction across the user base.

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 through technology-driven member experiences.

- Managed technology infrastructure and security across 60+ sites, implementing an access control system that reduced unauthorized access and improved member safety.
- Led the technical implementation of Dynamics CRM & ERP, managing vendor dependencies to streamline billing and member management, increasing operational efficiency.
- Established the company's IT Service Desk, creating a governance framework that improved ticket resolution rates and increased system support satisfaction scores.

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.