

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Project Manager with 10+ years of experience leading complex, operations-focused projects across the healthcare, finance, and retail sectors. Expert in managing end-to-end project lifecycles, from system migrations to process improvements, for teams of up to 100+. Skilled in stakeholder communication, creating reporting dashboards, and driving initiatives that enhance operational efficiency.

### **KEY SKILLS**

- **Project & Operations Management:** End-to-End Project Execution, Process Improvement, Stakeholder Management, Change Management, Risk Escalation, Business Requirements Gathering, Workplan Development.
- **Methodologies & Frameworks:** Agile (Scrum, Kanban, SAFe), Waterfall, Hybrid Models.
- **Tools & Reporting:** Jira, Confluence, Asana, MS Teams, Power BI, SQL, Metrics & Dashboard Creation.
- **Industry Domains:** Healthcare Operations (Enrollment, Billing), Finance, Retail, Public Safety, SaaS, E-commerce, Cloud Platforms (AWS, GCP).

### **PROFESSIONAL EXPERIENCE**

#### **Project Manager**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting company that leverages AI and innovative technologies to reinvent businesses and deliver scalable, high-quality software solutions globally.*

- Led a 100+ person team for Banco de Chile, managing a data center migration and new mobile app features, ensuring seamless transitions and data access.
- Managed end-to-end project delivery for Royal Caribbean, creating KPI dashboards and RAG status reports for C-level stakeholders, improving cross-functional alignment and visibility.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by optimizing workflows and leading process enhancements through agile quarterly planning.

#### **Project Manager**

01/2020 - 07/2021

**Mango Soft**, Miami, FL.

*A custom software development firm specializing in AI and cloud solutions for media, healthcare, and sports industries, delivering innovative digital products.*

- Directed end-to-end implementation of healthcare solutions for multiple clinics, including voice-to-text and medical imaging integrations, improving practitioner workflow efficiency.
- Managed large-scale workflows for Concacaf, developing a media and streaming platform from concept to production, enhancing fan engagement through real-time data services.
- Established and staffed high-performance teams of 10+ engineers, implementing scrum methodologies to deliver KPI-driven results and ensure operational support for new products.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia.

*A technology company providing integrated hardware and software solutions, including IoT devices, for public safety, law enforcement, and healthcare sectors.*

- Implemented patient flow tracking boards and nurse call systems in 10+ hospitals, optimizing operational workflows and reducing patient wait times through RFID technology.
- Led the full lifecycle for a bodycam system for the Colombian Police, ensuring on-time delivery and compliance under a complex government contract.

- Oversaw deployment and operations support for over 3,000 bodycam devices, managing software releases and establishing a workflow that improved device uptime and reliability.

### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering POS and business management software for restaurants, fitness, and health centers with integrations for payments, inventory, and CRM.*

- Directed the full SDLC for a SaaS POS system, leading its implementation for over 1,000 businesses to automate billing and sales processes.
- Managed complex system integrations with biometrics and payment processors, enhancing operational functionality and streamlining business workflows for clients across Latam.
- Led a team of 30+ developers and support staff, defining the product roadmap and overseeing operations, which directly improved customer retention through reliable service.

### **IT Manager**

07/2005 - 07/2012

**Bodytech**, Bogota, Colombia.

*A leading health and fitness center chain in Latin America, transforming wellness through technology, with over 60 locations across Colombia, Peru, and Chile.*

- Spearheaded the SDLC for the company's CRM and billing software, automating member transactions and improving financial reporting accuracy across all 60+ locations.
- Managed technology infrastructure and IT service desk operations for all sites, ensuring high system uptime and efficient support for business-critical systems.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, a large-scale project that centralized customer data and streamlined core business and billing operations.

## **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.