SEBASTIAN OCHOA ALVAREZ

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CAREER SUMMARY

A results-driven Senior Project Manager with extensive experience leading the end-to-end delivery of complex enterprise-level projects, including multiple CRM implementations (Salesforce, Microsoft Dynamics) and AI-driven solutions. Deeply versed in Agile methodologies (SAFe, Scrum, Kanban) and formal PMP/PMI practices, adept at managing globally distributed cross-functional teams and ensuring seamless communication with stakeholders across departments like Legal, DevOps, and Corporate PMOs. Proven ability to drive delivery in large-scale environments, manage substantial budgets, mitigate risks, and translate technical data into clear, impactful strategies for leadership.

Summary of Qualifications

- **Enterprise CRM Project Delivery:** Expertise in leading projects using Agile (SAFe, Scrum of Scrums, Scrum, Kanban) and hybrid models. Successfully delivered Salesforce CRM (Sales, Commerce, Marketing Cloud) implementations in enterprise settings and led technical implementation for Microsoft Dynamics CRM & ERP systems. Proficient in managing the full SDLC for CRM and other business-critical applications, strategic planning, meticulous execution, resource coordination, budget monitoring, risk mitigation, and release management.
- **Agile & Technical Acumen:** Strong background leading cloud infrastructure projects (AWS, GCP, Azure) and a technical mindset enabling effective communication with engineering and DevOps teams. Proficient in Agile/Scrum ceremonies, including PI/quarterly planning and backlog grooming. Experience with API development/utilization and workflow automation.
- **Stakeholder & Team Leadership:** Exceptional ability to lead and collaborate with globally distributed cross-functional teams (technical and non-technical). Proven success in engaging executive stakeholders effectively with clear status reports, risk assessments, and data-driven delivery plans to ensure alignment with KPIs/OKRs.
- **AI & Innovative Solutions:** Successfully led the full lifecycle of multiple mobile application projects, incorporating AI features such as chatbots. Experience with AI in test automation and low-code AI solutions; certified in Generative AI.
- **Business Acumen:** Delivered impactful projects across Finance, Healthcare, Retail, Travel/Hospitality, Media, and Public Safety sectors (experience with government contract requirements).

Certifications

- Certified SAFe 6 Agilist.
- Advanced Certified ScrumMaster (A-CSM).
- Certified ScrumMaster (CSM).
- Certified Scrum Product Owner (CSPO).
- Management 3.0.
- Google Project Management Certificate.
- Career Essentials in Project Management (Microsoft and LinkedIn).
- Lean Startup.
- Career Essentials in Generative AI (Microsoft and LinkedIn).
- Cloud Digital Leader Certification (Google Cloud).
- AWS Cloud Technical Essentials.
- PMP * *(Exam: May 31st)*.

Career History

Globant, Senior Project Manager, May. 2021 - Present:
- Led Agile project delivery (SAFe, Scrum) for global clients, managing initiatives including Salesforce CRM (Sales, Commerce, Marketing Cloud) implementations for Abastible, e-commerce platforms, AI-enhanced mobile apps for Royal Caribbean, and large-scale GCP data center migrations for Banco de Chile.

- Directed end-to-end feature discovery, PI/quarterly planning, backlog grooming, roadmap execution, budget, quality, scope, and release management, achieving a 40% improvement in e-commerce Core Web Vitals for Dick's Sporting Goods.
- Spearheaded Scrum of Scrums for complex data migrations to GCP, including RFP response, staffing 150+ positions, and ensuring strong stakeholder collaboration for alignment with client KPIs/OKRs.

Mango-soft, Technical Project Manager, Oct. 2020 - Apr. 2021:
- Delivered end-to-end technical solutions on AWS for media (Concacaf App with voice-to-text AI features) and healthcare clients, managing mobile/web app projects from RFP through production, including complex data integrations (DICOM, HL7 V2).
- Led development of client-facing data visualization portals with 3D integration and managed transfers of specialized imaging data from remote devices to AWS cloud infrastructure.
- Implemented Scrum methodology, coached development teams (+10 engineers), managed RFP responses, staffing, and consistently delivered against project milestones and KPIs on fixed-price engagements, including hyper-care support.

TIPI, Technical Project Manager, Mar. 2020 - Sep. 2020:
- Directed technical delivery, deployment, and support for 3,000+ Android bodycams and associated management software (real-time streaming, face recognition AI) for the Colombian Police, meeting **strict government contract requirements**.
- Managed full SDLC for integrated hardware/software/firmware projects using hybrid Kanban/Waterfall, providing hands-on technical leadership for development teams (+10 members).
- Developed and implemented workflow management systems for healthcare (clinics/hospitals) and IoT-based communication systems to improve operational efficiency.

itBigBoss, Technical Project Manager, Aug. 2012 - Feb. 2020:
- Co-founded and scaled a comprehensive SaaS POS platform on Microsoft Azure, which included Customer Relationship Management (CRM) functionalities, acquiring and supporting over 1,000 SMB clients (restaurants, fitness, health) across Latin America by leading product strategy and technical operations.
- Directed the end-to-end SDLC with a team of +30, delivering robust platform features and critical integrations including Payments, Hardware APIs, Biometrics, accounting systems, and government tax systems.
- Established and optimized technical operations and customer support workflows, utilizing user feedback for continuous product improvement in a fast-paced startup environment.

Bodytech, IT Manager, Jul. 2005 - Jul. 2012:
- Served as technical lead for a company-wide Microsoft Dynamics CRM & ERP implementation and led the full SDLC for critical internal CRM and billing software, contributing to an estimated 15-20% gain in operational efficiency.
- Managed and scaled multi-site IT infrastructure (Networking, Servers, VoIP, CCTV) across 60+ fitness centers, supporting significant business expansion and ensuring robust operations.
- Established the IT Service Desk function from the ground up, improving service delivery and supporting integrated biometric access control systems.

Education

- One-half year of graduate-level study in technology management at EAN University.
- Bachelor's Degree in Computer Engineering, Politecnico Colombiano Jaime Isaza Cadavid.