

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex digital transformations, specializing in healthcare IT and EHR implementations. Expert in full-cycle project delivery for large-scale system integrations using Agile and hybrid methodologies. Excels at guiding implementation teams, coordinating UAT and QA, and aligning project outcomes with enterprise goals. A record of managing projects for 3,600+ users and ensuring seamless go-live transitions, directly impacting the quality of care delivery.

KEY SKILLS

- **Healthcare IT & EHR Implementation:** EHR Implementation Leadership, UAT & QA Coordination, HL7 & DICOM Integration, Revenue Cycle Workflows, Patient Portals.
- **Project & Program Management:** Full Project Lifecycle, Stakeholder Engagement, Risk & Scope Management, PMO Reporting, Budget & Resource Planning.
- **Methodologies & Frameworks:** Agile (SAFe, Scrum, Kanban), Hybrid Methodologies, Waterfall, SDLC, Lean Startup.
- **Technologies & Platforms:** Jira, Confluence, MS Teams, Smartsheet, AWS, GCP, Google AI, SQL, Java, Springboot.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting company that helps organizations reinvent themselves through innovative software solutions and AI-powered transformations, operating in over 30 countries.

- Led end-to-end project delivery for Royal Caribbean's guest-facing apps, integrating an AI chatbot and improving onboard service features for thousands of users daily.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals optimizations and streamlining feature delivery with Scrum of Scrums.
- Directed a datacenter migration to GCP for Banco de Chile, managing a 100+ person team to ensure a seamless transition for critical banking applications.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom cloud solutions, big data analytics, and AI-driven applications for the media and healthcare industries.

- Spearheaded the development and launch of a medical imaging platform for multiple hospitals, integrating data from medical devices to AWS using DICOM protocols.
- Managed the implementation of patient data systems using HL7 V2 standards, improving data accessibility and communication speed between healthcare provider systems.
- Delivered a voice-to-text application for healthcare professionals, reducing documentation time by 30% and improving the accuracy of patient records through AWS Polly.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare operational management across Colombia.

- Led the full SDLC and deployment of 3,000+ bodycam units for the Colombian Police, ensuring on-time delivery under strict government contract regulations.
- Implemented an RFID asset tracking and nurse call system across 10+ hospitals, improving asset visibility by 90% and reducing patient wait times.

- Directed development of a real-time patient flow tracking board, integrating with hospital systems to optimize surgery scheduling and improve patient throughput by 15%.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS platform with CRM and inventory management for over 1,000 small businesses in fitness, retail, and hospitality.

- Led the entire software development life cycle for a multi-feature POS system, achieving successful implementation for over 1,000 businesses across Latin America.
- Drove product adoption by integrating key third-party systems, including payment processors and government tax APIs, which increased customer retention by automating billing.
- Managed a team of 30+ to deliver a SaaS platform, leading hands-on with code reviews and release management to ensure high product quality.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, providing comprehensive wellness services to members across Colombia, Peru, and Chile.

- Managed IT infrastructure deployment across 60+ new sites in three countries, establishing robust networking, security, and service desk operations from the ground up.
- Led the technical implementation of Microsoft Dynamics CRM & ERP, centralizing member data and billing, which reduced manual data entry time by over 40%.
- Directed the life cycle for a custom biometric access control system, improving security and member satisfaction while achieving 99.9% system uptime.

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.