

## SEBASTIAN OCHOA ALVAREZ

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### **PROFESSIONAL SUMMARY**

Adaptive Senior Scrum Master with 10+ years of experience leading global teams in delivering complex AI/ML and digital transformation projects. Expert in optimizing AI/ML project workflows using Scrum, SAFe, and Kanban, managing the full project lifecycle from roadmap planning to delivery. Excels at coaching cross-functional teams, managing backlogs for AI-driven products, and translating complex technical requirements to business stakeholders. Excels at removing impediments and mitigating risks, ensuring on-time delivery of innovative solutions on cloud platforms like AWS and GCP.

### **KEY SKILLS**

- **Agile & Scrum Leadership:** Scrum Ceremonies SAFe PI Planning Kanban Coaching & Mentorship Impediment Removal Risk Management
- **AI & ML Project Management:** AI/ML Lifecycle Management Generative AI Solutions AI Chatbots AI Model Requirements Backlog Prioritization
- **Technical & Platform Expertise:** AWS Google Cloud Platform (GCP) Azure Jira Confluence Java Springboot React
- **Certifications:** SAFe 6 Agilist A-CSM CSM CSPO Google Gen AI Leader Google Project Management
- **Languages:** Spanish

### **PROFESSIONAL EXPERIENCE**

#### **Senior Project Manager & Scrum Master**

08/2021 - 07/2025

**Globant**, Medellin, Colombia

*A digitally native consulting firm leveraging AI and innovative technologies to help organizations reinvent their businesses through custom software development and transformation strategies.*

- Led Scrum ceremonies and PI Planning for AI-driven products at Royal Caribbean, including a Google AI chatbot, enhancing the guest digital experience.
- Coached 3+ cross-functional offshore teams in agile and Scrum, optimizing AI/ML project workflows and improving team velocity for on-time feature delivery.
- Managed the product backlog for digital concierge services, collaborating with Product Owners to prioritize features based on business value and AI model requirements.
- Drove a 40% performance boost for Dick's Sporting Goods' e-commerce platform by implementing agile best practices and managing risks for on-time delivery.

#### **Technical Project Manager & Scrum Master**

01/2020 - 07/2021

**Mango Soft**, Miami, FL

*A software development firm specializing in cloud-native solutions, AI-powered applications, and big data management for media and healthcare clients.*

- Implemented and facilitated Scrum processes for a media streaming service, using AWS AI services (Polly) to deliver new features and improve user engagement.
- Managed development of a voice-to-text AI application for healthcare, streamlining documentation workflows and improving physician efficiency by 25% post-implementation.
- Led backlog refinement and sprint planning for data integration projects, ensuring clear, actionable stories and aligning technical execution with stakeholder objectives.

#### **Technical Project Manager**

01/2019 - 12/2019

**TIPI**, Medellin, Colombia

*A technology company developing integrated hardware and software solutions, including AI-powered analytics, for law enforcement and healthcare sectors.*

- Led the full SDLC for a bodycam system with AI-driven facial recognition, managing project scope, schedule, and budget to meet government contract requirements.
- Directed a cross-functional team in developing and deploying an AI-enabled video management platform, improving operational efficiency for law enforcement agencies.
- Managed project risks and removed technical impediments for an IoT nurse-call system, ensuring successful implementation and support across 10+ hospitals.

#### **Technical Project Manager**

08/2012 - 12/2018

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

*A SaaS provider delivering POS and business management software for small to medium-sized businesses in the retail and fitness industries.*

- Directed the end-to-end software development lifecycle for a POS platform, managing scope and quality for deployment to over 1,000+ small businesses.
- Coordinated feature development and integrations for CRM and billing modules, enhancing product value and increasing customer retention by 15% year-over-year.
- Led technical teams in product implementation and support, defining project plans and ensuring alignment with client requirements and business goals.

#### **PROFESSIONAL DEVELOPMENT**

##### **Certified SAFe 6 Agilist**

01/2025

Scaled Agile, Inc

##### **Advanced Certified ScrumMaster (A-CSM)**

08/2024

Scrum Alliance

##### **Certified Scrum Product Owner (CSPO)**

09/2023

Scrum Alliance

##### **Certified ScrumMaster (CSM)**

07/2022

Scrum Alliance

#### **EDUCATION**

##### **Bachelor of Science (B.S.), Computer Engineering**

12/2005

Politecnico Colombiano Jaime Isaza Cadavid, Medellin, Colombia

*A highly-accredited Colombian institution distinguished by its robust technological and engineering focus, cultivating analytical and practical expertise in advanced computing and IT systems.*

##### **Graduate Certificate, Technology Management**

12/2008

EAN University, Bogota, Colombia

*A pioneering higher education institution focused on sustainable entrepreneurship, empowering professionals in strategic technology and innovation.*