SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading global engineering teams to deliver complex software solutions across finance, e-commerce, and travel. Expert in Agile methodologies (Scrum, Kanban), driving project completion in fast-paced, high-volume environments. Skilled in managing the full SDLC, from technical scoping to release, with a focus on optimizing workflows and fostering collaboration between technical and leadership teams.

KEY SKILLS

- **Agile & Delivery Management**: Scrum, Kanban, SAFe, Sprint Planning, Stand-ups, Retrospectives, Backlog Grooming, Velocity & Capacity Planning, CI/CD, JIRA, Confluence
- **Technical Leadership & SDLC**: Technical Scoping & Validation, Workflow Optimization, SDLC Management, Risk Mitigation, Release Management, Quality Assurance, System Integration
- **Team Leadership & Collaboration**: Cross-Functional Team Leadership, Stakeholder Communications, Executive Reporting (RAG, KPIs, OKRs), Resource Planning, Blocker Resolution
- **Technical Environments & Platforms**: Cloud (AWS, GCP), AI & GenAI Solutions, API Development, High-Volume Transactional Systems (Finance, E-commerce), Java, Python, SQL

PROFESSIONAL EXPERIENCE

Technical Project Manager   08/2021 - 07/2025
Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. A global leader in AI-powered software development, helping organizations reinvent their businesses and industries.

- Led the digital platform overhaul for Dick's Sporting Goods, improving e-commerce performance by 40% through adaptive Agile practices and Core Web Vitals optimization.
- Directed a 100+ person team for Banco de Chile, managing datacenter migration to GCP and launching new mobile app features for high-volume transactional banking.
- Orchestrated the development of a Google AI-powered chatbot for Royal Caribbean, coordinating 3 offshore teams to enhance guest services and tailored advertising delivery.

Technical Project Manager   01/2020 - 07/2021
Mango Soft, Miami, FL.

A software development firm specializing in custom solutions for media, sports, and healthcare, leveraging cloud technologies to build high-performance digital products.

- Managed the end-to-end development of Concacaf's media platform, delivering live streaming and statistics services using AWS, enhancing fan engagement across championships.
- Spearheaded the integration of medical imaging systems for multiple clinics, utilizing AWS and voice-to-text to streamline surgical workflows and improve physician access.
- Built and led a 10+ person engineering team, implementing Scrum methodologies to deliver multiple fixed-price projects on time, from RFP to production support.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia.

A technology company providing integrated hardware and software solutions for public safety and healthcare sectors, focusing on IoT and custom applications.

- Led the full SDLC for a bodycam system for the Colombian Police, deploying over 3,000 devices with integrated management and real-time streaming software.
- Provided hands-on technical leadership, including coding and code reviews, to develop firmware and web applications, ensuring on-time delivery under government contract regulations.

- Directed the implementation of a SaaS-based nurse call and asset tracking system for 10+ hospitals, improving inter-team communication and operational efficiency.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider developing and managing POS, CRM, and billing software for over 1,000 small businesses in the fitness, retail, and restaurant industries.
- Owned the complete SDLC for a SaaS POS product, leading a 30-person team to deliver features like payment processing, inventory, and CRM.
- Drove product adoption by implementing custom integrations for over 1,000 SMBs, including biometrics and accounting apps, which increased customer retention and market penetration.
- Functioned as a hands-on technical leader, directly contributing to coding (.Net, SQL) and release management, reducing time-to-market for new system features.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading health and fitness center chain operating over 60 sites across Latin America with a focus on technology-driven member services.
- Managed the technology infrastructure and IT operations across 60+ locations, ensuring high system uptime for CRM, billing, and access control for all members.
- Led the implementation of Microsoft Dynamics CRM & ERP systems, automating billing and member management, which reduced manual data entry and improved data accuracy.
- Established and led the IT Service Desk, implementing support workflows that improved ticket resolution rates and overall satisfaction with IT services.

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.