

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive PMO Project Manager with 10+ years of experience defining enterprise-wide project management methodologies, mentoring project leaders, and establishing performance KPIs. Expert in Agile (SAFe, Scrum) and traditional frameworks, driving process maturity and project success through data-driven reporting and executive dashboards. Track record of enhancing project governance in complex, multi-divisional environments across finance, healthcare, and retail.

KEY SKILLS

- **PMO & Governance:** Methodology Development, Process Enhancement, KPI & OKR Definition, Project Auditing, Executive Dashboards & Reporting
- **Project Management Methodologies:** SAFe, Scrum of Scrums, Scrum, Kanban, Hybrid Models, Waterfall
- **Leadership & Mentoring:** PM Coaching & Training, Team Leadership (100+), Talent Development & Staffing, C-Level Stakeholder Communication
- **Technical & Domain Acumen:** Cloud Platforms (AWS, GCP), AI-driven Solutions, Full SDLC, Data Analytics, Systems Integration, RFP Management

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and innovative technologies to reinvent businesses through transformative software solutions for top-tier global clients.

- Established and enforced SAFe and Scrum frameworks for programs at Royal Caribbean, mentoring teams and improving PI Planning execution to ensure consistent delivery.
- Developed and tracked KPIs and OKRs for the Dick's Sporting Goods account, boosting e-commerce platform performance by 40% through rigorous performance measurement.
- Directed 5 Scrum Masters for Banco de Chile, standardizing Agile practices across 150+ personnel and delivering comprehensive C-level status reports and dashboards.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company specializing in cloud-based solutions and data-driven applications for the media, sports, and healthcare industries across the Americas.

- Implemented a hybrid Scrum-Waterfall methodology for Concacaf, defining processes and KPIs that guided the project from concept through production support.
- Led end-to-end delivery of a voice-to-text AWS Polly integration for healthcare clients, establishing project standards that ensured successful and timely production releases.
- Defined and staffed technical teams for 10+ positions, coaching new hires on project execution standards and tools to ensure rapid and effective onboarding.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions, including IoT devices and management platforms for law enforcement and healthcare sectors in Colombia.

- Led project execution for the Colombian Police, defining and controlling project constraints based on government contracts, ensuring full regulatory compliance and support.
- Defined the complete software development life cycle for bodycam management software, creating a standardized process for development, quality assurance, and release management.

- Deployed integrated nurse call solutions to over 10 hospitals, establishing operational workflows and support processes that improved communication speed and patient care.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider I co-founded, delivering a comprehensive POS solution with integrated hardware for over 1,000 small businesses in retail and fitness.

- Architected the full SDLC for a SaaS POS platform, creating a repeatable process for feature development, integration, testing, and multi-client deployment.
- Managed product implementation for 1,000+ businesses, creating standardized onboarding documentation and training materials that reduced support tickets by 30%.
- Established service desk workflows and support protocols for all clients, ensuring high system uptime and achieving a 95% customer satisfaction score.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain with over 60 locations across Latin America, focused on delivering premium wellness services and technology.

- Led the IT Service Desk implementation, defining operational procedures, service level agreements (SLAs), and performance metrics to support 60+ sites.
- Managed the technology infrastructure rollout across Colombia, Peru, and Chile, standardizing networking, security, and communication systems for all new locations.
- Directed the SDLC for a proprietary CRM and billing system, automating recurring payments and improving member data management accuracy across the organization.

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.