SEBASTIAN OCHOA ALVAREZ
Orlando, FL · (786) 475-0772

sebastian.ochoa.alvarez@gmail.com · www.linkedin.com/in/sebastianochoaalvarez

PROFESSIONAL SUMMARY

Adaptive Senior Technical Project Manager with 10+ years of experience leading complex, large-scale projects and global teams across public safety, finance, and retail sectors. Expert in managing the full project lifecycle, from planning and contract development to financial forecasting and client invoicing. A decisive leader skilled in managing staff, providing technical oversight, and acting as the primary client point of contact, consistently delivering projects on time and within budget.

KEY SKILLS

- **Project & Program Management**: End-to-end Project Lifecycle, Project Planning, Contract Documents, Risk Management, Forecasting, Reporting (SAFe, Scrum, Waterfall).
- **Client & Stakeholder Management**: Client Point of Contact, Executive Reporting (RAG Status), Stakeholder Engagement, RFP Analysis, Proposal Development.
- **Financial & Contract Oversight**: Budget Management, Client Invoicing, Resource Planning, Fixed Price & T&M Contracts, Cost-Performance Optimization.
- **Team Leadership & Mentoring**: Staff Management & Mentoring, Cross-Functional Team Leadership (100+ members), Performance Management, Resource Allocation.

PROFESSIONAL EXPERIENCE

Senior Project Manager   08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native consulting firm leveraging AI and software development to help organizations reinvent their industries and stay ahead of the curve.

- Directed a portfolio of projects for Royal Caribbean, managing plans, budgets, and offshore teams to deliver new guest-facing digital services on schedule.
- Acted as key client contact for Dick's Sporting Goods, overseeing design and improving e-commerce platform performance by 40% through targeted technical initiatives.
- Led a 100+ person team for Banco de Chile, managing a complex datacenter migration and mentoring 5 scrum masters, ensuring project reporting alignment.

Technical Project Manager   01/2020 - 07/2021

Mango Soft, Miami, FL.

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

- Managed end-to-end project delivery for Concacaf, overseeing development of media streaming services and acting as the primary client liaison for all deliverables.
- Directed critical healthcare integration projects, managing staff and contracts to deliver voice-to-text and medical imaging solutions to major Colombian clinics.
- Mentored junior staff and managed project invoicing and reporting for fixed-price contracts, ensuring profitability and client satisfaction across the portfolio.

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 public safety and healthcare sectors.

- Led a project for the Colombian Police, managing the design and deployment of 3,000+ bodycam devices and their supporting software infrastructure.
- Provided technical leadership to design teams, overseeing the development of firmware and web applications while managing government contract requirements and timelines.

- Acted as project lead for multiple healthcare clients, managing the rollout of asset tracking and communication systems from planning to operational support.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia.
A SaaS provider that I founded, delivering comprehensive Point-of-Sale (POS) and business management software solutions for over 1,000 small businesses in LATAM.
- Led the complete software development life cycle, managing all project phases including design, development, and system integrations for POS platforms.
- Managed client relationships and support operations, overseeing invoicing and feature enhancements for a diverse customer base in retail and fitness sectors.
- Directed a 30-person team, providing technical leadership and hands-on contributions to code, quality, and releases, ensuring robust and scalable solutions.

IT Manager   07/2005 - 07/2012
Bodytech, Bogota, Colombia.
A leading chain of health and fitness centers across South America, providing comprehensive wellness services to a large member base in Colombia, Peru, and Chile.
- Managed technology infrastructure across 60+ sites, overseeing large-scale implementations of networking, security, and CRM/ERP systems under budget.
- Led the full life cycle for a custom billing and access control system, managing all project documentation, vendor contracts, and internal teams.
- Established and directed the IT service desk, developing support protocols and mentoring a team to ensure high system uptime and user satisfaction.

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.