

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Program Manager with 10+ years of experience leading global teams and delivering complex digital transformations across diverse industries, including Finance, Healthcare, Retail, Travel, and Public Safety. Expert in AI-driven solutions and cloud-based technologies, with a strong track record of exceeding project goals and managing 100+ person teams.

KEY SKILLS

- **Project Management:** Program Management, Project Planning, Execution, Stakeholder Management, Risk Management, Budget Management, Agile Methodologies (SAFe, Scrum, Kanban), Waterfall, Project Delivery, Scope Definition
- **Technology & Platforms:** AI Integration, Conversational AI, Analytics, Cloud Platforms (AWS, GCP, Azure), Software Development Life Cycle (SDLC), API Development, Data Migration
- **Certifications:** SAFe 6 Agilist, A-CSM, Google Cloud Digital Leader
- **Industries:** Financial Services, Healthcare, Retail, Travel/Hospitality, Public Safety

PROFESSIONAL EXPERIENCE

Senior Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A leading global IT consulting and software development company, specializing in AI and digital transformation solutions at scale.

- Led the technical project management and Scrum Master roles for Royal Caribbean Group's guest app, implementing a Google AI chatbot that enhanced the guest experience and streamlined onboard services.
- Drove a 40% improvement in ecommerce performance for Dick's Sporting Goods by optimizing Core Web Vitals using adaptive roadmaps and Agile methodologies.
- Successfully managed the full SDLC for multiple projects, including cloud migration initiatives, across diverse global teams (100+), exceeding stakeholder expectations and delivering projects within budget and time constraints.
- Oversaw the implementation of AI-driven solutions across various client projects (Royal Caribbean, Dick's Sporting Goods), resulting in improved efficiency, customer satisfaction and on-time delivery.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development company specializing in cloud-based solutions for healthcare and media.

- Led the development and implementation of a voice-to-text application for healthcare professionals, improving efficiency and accuracy in medical documentation.
- Managed the migration of medical imaging data to AWS, ensuring data integrity and compliance with industry regulations.
- Successfully delivered multiple projects, integrating various technologies and platforms (AWS, Neo4j, MySQL) to improve patient care and operational workflows.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A software development company focused on solutions for law enforcement and healthcare.

- Led the full software development lifecycle for a bodycam system, incorporating hardware and software components, for the Colombian Police.
- Managed the deployment and support of 3000+ bodycams across multiple cities, ensuring operational efficiency and client satisfaction.

- Developed and implemented a comprehensive project plan that ensured the successful and timely delivery of the project while meeting budget and quality standards.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

A software house specializing in SaaS point-of-sale systems for various industries.

- Developed and implemented a POS system for 1000+ small businesses across Latin America, providing comprehensive sales, inventory, and customer management capabilities.
- Led the integration of multiple third-party systems (biometrics, payment gateways), streamlining business operations for clients in the retail, food, and fitness sectors.
- Managed the entire SDLC for the POS system, ensuring high-quality software and effective client support.

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.