

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience delivering complex digital transformations for global leaders in healthcare, finance, and retail. Expert in designing project governance frameworks and leading large-scale programs. Skilled in Agile (SAFe, Scrum) and traditional methodologies, with strengths in end-to-end project planning, C-level reporting, and financial oversight.

KEY SKILLS

- **Project Governance & Planning:** Governance Framework Design, Strategic Planning, Risk Management, KPI & Reporting Structures, Resource Allocation, Budgeting.
- **Agile & Project Management Methodologies:** SAFe, Scrum, Kanban, Scrum of Scrums, Waterfall/Hybrid, PMP Principles.
- **Stakeholder Engagement & Leadership:** C-Level Communication, Cross-Functional Facilitation, Requirements Gathering, Team Building & Coaching, Vendor Management.
- **Project Management & Collaboration Tools:** Jira, Confluence, MS Teams, Asana, ClickUp, Slack, Azure DevOps.

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Focuses on AI-powered transformation, software development, and end-to-end consulting for global industry leaders.

- Architected project governance and adaptive roadmaps for Royal Caribbean, leading to timely PI/quarterly feature delivery and enhanced cross-team alignment on strategic goals.
- Drove a 40% e-commerce performance improvement for Dick's Sporting Goods by leading Core Web Vitals initiatives and optimizing quarterly roadmaps with agile methodologies.
- Led large-scale team mobilization for Banco de Chile, staffing over 150 roles and implementing a Scrum of Scrums framework, improving delivery predictability.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm specializing in custom solutions for media, sports, and healthcare industries, leveraging cloud services and big data for innovative digital products.

- Managed end-to-end development of Concacaf's media platform on AWS, delivering live streaming and media management features, increasing fan engagement and content accessibility.
- Led development of a voice-to-text application for healthcare clients using AWS Polly, reducing documentation time for clinicians and improving operational efficiency.
- Orchestrated integration of medical imaging data (DICOM) and patient records (HL7 V2) into a unified cloud platform, enhancing data access for medical professionals.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

An IoT solutions provider engineering integrated hardware and software for public safety, law enforcement, and healthcare, delivering real-time data and operational control.

- Directed the full SDLC for a bodycam system for Colombian Police, deploying 3,000+ devices and establishing operational workflows, enhancing officer safety and evidence collection.
- Implemented a nurse call system across 10+ hospitals, integrating RFID for asset tracking, which streamlined patient care and improved staff response times.

- Led project delivery within strict government contract constraints, ensuring on-time, on-budget implementation and support for mission-critical public safety hardware and software solutions.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering POS and business management software. Specialized in solutions for restaurants, fitness, and health centers, serving over 1,000 SMBs.

- Spearheaded the entire software development life cycle for a multi-industry POS SaaS product, achieving adoption by over 1,000 small businesses in Latam.
- Engineered key system integrations including payment processing and biometrics, automating operations and reducing manual data entry for clients in retail and fitness.
- Provided hands-on technical leadership, from coding and code reviews to release management, while heading the operations and customer support workflow for all clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain focused on member wellness through technology-driven services, operating over 60 sites across multiple countries in Latin America.

- Managed IT infrastructure expansion across 60+ new sites in Colombia, Peru, and Chile, implementing networking, security, and IP phoning to support rapid growth.
- Led the technical implementation of Dynamics CRM & ERP systems, automating billing and member management, which improved data accuracy and operational efficiency company-wide.
- Established the company's IT Service Desk from the ground up, creating support protocols and achieving high system uptime and user satisfaction 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.