

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading teams and delivering complex projects across regulated industries, including Healthcare, Finance, and Public Safety. Expert in managing the full project lifecycle, from planning and financial oversight to execution and delivery. Skilled in Agile and traditional methodologies, with strengths in executive reporting, risk management, and fostering collaboration in dynamic environments.

KEY SKILLS

- **Project & Program Management:** Project Lifecycle Management (Planning, Execution, Control), Budget & Schedule Adherence, Risk & Quality Management, Stakeholder Communication & Reporting.
- **Leadership & Operations:** Cross-Functional Team Leadership, Vendor & Subcontractor Coordination, Process Improvement & Efficiency, Mentorship & Team Development.
- **Healthcare & Regulated Environments:** Healthcare Project Delivery (IT/Systems), Compliance & Standards Adherence, Client & Facility Staff Coordination, Operational Workflow Integration.
- **Methodologies & Tools:** Agile (Scrum, SAFe), Hybrid & Waterfall Methodologies, Project Management Software (Jira, Confluence, MS Teams), MS Project.

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A technology consulting firm creating digital and cognitive transformations for top companies, specializing in AI-driven solutions and innovative software development.

- Managed complex project portfolios for clients like Royal Caribbean, ensuring on-time delivery across multiple teams, enhancing guest experience and operational efficiency.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by leading a 30+ person team through strategic quarterly planning and execution.
- Directed large-scale team mobilization for Banco de Chile, staffing over 150 positions and implementing Scrum of Scrums to streamline project delivery and reporting.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development company delivering custom cloud-based solutions, specializing in media services and innovative applications for the healthcare industry.

- Led delivery of a voice-to-text application for healthcare professionals, improving documentation speed and accuracy for clinical procedures at several hospitals.
- Directed the integration of medical imaging devices with AWS cloud services for multiple clinics, enabling secure data transfer and a patient visualization portal.
- Implemented a surgery tracking board for San Rafael Hospital, providing real-time progress visualization that improved communication and patient flow for surgical staff.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology firm developing integrated hardware and software solutions for public safety, law enforcement, and healthcare operational management.

- Led the full lifecycle for a bodycam system for the Colombian Police, deploying over 3,000 devices and managing the supporting software infrastructure.

- Deployed a Bluetooth nurse-call system and RFID asset tracking solution across 10+ hospitals, enhancing staff communication and improving asset management efficiency.
- Oversaw the implementation of an integrated patient flow tracking board for clinics, which reduced wait times and optimized resource allocation through better visibility.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider offering specialized POS and business management software for over 1,000 small businesses in the retail, fitness, and health sectors.

- Directed the complete SDLC for a POS product, achieving implementation in 1,000+ businesses and integrating complex payment and hardware systems.
- Led a 30-person team to deliver an integrated CRM and billing platform, which automated key business processes and improved customer retention for clients.
- Led technical teams hands-on, managing coding, quality assurance, and release cycles, which ensured high system uptime and satisfaction for SaaS clients.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, operating over 60 sites across Colombia, Peru, and Chile.

- Managed technology infrastructure rollout for 60+ new sites, overseeing networking, security, and IP phoning to ensure operational readiness and consistency.
- Led the implementation of Dynamics CRM & ERP systems, streamlining member management and billing processes, which supported rapid company expansion across three countries.
- Established and led the IT Service Desk, developing support protocols and improving ticket resolution rates to maintain high levels of system uptime.

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.