

SEBASTIAN OCHOA ALVAREZ

Orlando, FL · (786) 475-0772

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

PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience delivering complex connectivity and cloud communication projects. Expert in end-to-end lifecycle management, acting as the single point of contact for clients to ensure timely completion and exceptional satisfaction. Skilled in managing multiple priorities, coordinating cross-functional teams, and interfacing with all personnel levels. Excels in creating project plans, tracking progress, and resolving issues to minimize customer attrition and drive project success across telecom, retail, and finance sectors.

KEY SKILLS

- **Project & Program Management:** Client Order Management Project Planning & Execution Risk & Issue Management Stakeholder Communication Resource & Budget Management
- **Methodologies & Tools:** Traditional Project Management Hybrid Waterfall & Agile SAFe Scrum Kanban Jira Confluence MS Office Suite
- **Technical & Domain Expertise:** Telecom Infrastructure & Networking Cloud Communications (AWS GCP) Managed Connectivity SaaS Implementation SDLC AI Solutions
- **Certifications:** Google Project Management Certified SAFe 6 Agilist Advanced Certified ScrumMaster (A-CSM) Google Cloud Digital Leader AWS Cloud Technical Essentials
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A digitally native company offering innovative technology solutions. Focuses on AI-powered software development and consulting to reinvent industries for top-tier global clients.

- Acted as the single point of contact for Royal Caribbean, managing onboard WiFi and guest app projects, ensuring high client satisfaction and on-time delivery.
- Managed project scope, timelines, and budgets for diverse clients, creating detailed work plans and delivering status reports to C-level stakeholders, ensuring alignment.
- Improved e-commerce platform performance for Dick's Sporting Goods by 40%, leading project execution and coordinating global teams to enhance customer experience.
- Led the staffing and development of high-performance teams of 100+ engineers, implementing Scrum of Scrums to manage large-scale banking transformation projects successfully.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development firm specializing in cloud-native solutions, data analytics, and media streaming services for sports and healthcare industries.

- Managed end-to-end delivery of media streaming services for Concacaf, coordinating with AWS cloud services to ensure reliable, high-availability broadcasts for major championships.
- Served as the primary client contact for healthcare projects, overseeing the implementation of voice-to-text and imaging integration solutions, improving physician workflows.
- Implemented hyper care and production support processes for all released products, significantly reducing issue resolution time and improving overall customer satisfaction scores.

Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia

A technology company developing integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Latin America.

- Led the full project lifecycle for a bodycam system for the Colombian Police, coordinating hardware deployment and software management for 3,000+ devices.
- Managed deployment of nurse call systems across 10+ hospitals, tracking equipment and supervising workflows to ensure seamless integration and operational readiness.
- Directed the operations and customer support workflow, defining processes that improved response times and ensured high system uptime for mission-critical client operations.

Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

An entrepreneurial software house that developed and scaled a SaaS-based Point-of-Sale (POS) solution for over 1,000 small businesses.

- Directed the full SDLC and implementation of a SaaS POS system for over 1,000 retail and fitness clients, managing all project phases.
- Acted as the main point of contact for all client orders and integrations, ensuring custom needs were met and technical issues were promptly resolved.
- Led technical and operations support teams, establishing workflows that increased customer retention by ensuring high platform reliability and quick issue resolution.

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.