

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Technical Project Manager with 10+ years of experience leading complex digital transformations, with deep specialization in the cruise and hospitality industry. Expert in enhancing the end-to-end guest journey through Agile (SAFe, Scrum) project delivery with large-scale global teams. Excels in stakeholder communication, risk management, and delivering customer-centric, AI-powered applications.

KEY SKILLS

- **Project Management Methodologies:** Agile, Scrum, Kanban, SAFe, Scrum of Scrums, Waterfall, Hybrid Models
- **Technical & Domain Expertise:** Cruise & Hospitality, Guest Journey Mapping, Onboard Digital Services, SDLC, Cloud (AWS, GCP), AI/GenAI
- **Project Management Tools:** Jira, Confluence, MS Project, Asana, ClickUp, Slack, MS Teams
- **Core Competencies:** End-to-End Project Lifecycle, Global Team Leadership, Risk Management, Stakeholder Engagement, Budget & Scope Control

PROFESSIONAL EXPERIENCE

Technical Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global IT consulting and software development company focused on reinventing businesses through innovative, AI-driven digital solutions at enterprise scale.

- Led digital transformation for Royal Caribbean's Guest App, enhancing the customer journey and driving ancillary revenue growth through new mobile and onboard features.
- Launched a Google AI Chatbot and improved onboard WiFi services for Royal Caribbean, directly improving guest support and digital engagement across the fleet.
- Managed the end-to-end delivery of the Guest App portfolio, leading global Scrum teams to deploy new features for reservations, room service, and notifications.

Technical Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL.

A software development firm delivering custom cloud-based solutions, specializing in media streaming, big data analytics, and healthcare technology for international clients.

- Launched a media and streaming platform for Concacaf, managing the end-to-end product lifecycle and expanding fan engagement across North American soccer leagues.
- Managed the development of AWS cloud-based healthcare solutions, including voice-to-text transcription and medical imaging integrations, improving clinical workflow efficiency.
- Led proposal, staffing, and project execution for multiple fixed-price contracts, consistently delivering products on time and establishing long-term client relationships.

Technical Project Manager

01/2019 - 12/2019

TIPI, Medellin, Colombia.

A technology company engineering integrated hardware and software solutions, specializing in public safety bodycams, IoT devices, and real-time asset tracking systems.

- Directed the end-to-end development of a bodycam system for the Colombian Police, deploying over 3,000 devices and enhancing officer safety and accountability.
- Implemented IoT nurse-call and asset tracking systems in 10+ hospitals, improving patient response times and optimizing equipment allocation through a SaaS model.
- Led a team hands-on, contributing to coding and release management for an Android-based firmware and a Java/Python backend with facial recognition capabilities.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia.

A SaaS provider delivering a comprehensive POS and business management platform for small to medium-sized businesses in the retail, fitness, and health industries.

- Led the full SDLC for a flagship SaaS POS product, successfully deploying it to over 1,000 small businesses across Latin America.
- Managed integrations with biometrics, payment processors, and accounting apps, increasing the platform's value and automating key business operations for clients.
- Oversaw product development and operations, leading a 30-person team and driving continuous feature enhancements based on customer feedback and market demand.

IT Manager

07/2005 - 07/2012

Bodytech, Bogota, Colombia.

A leading health and fitness center chain in Latin America, dedicated to improving well-being through professional training services and advanced club facilities.

- Managed IT infrastructure and operations across 60+ sites in Colombia, Peru, and Chile, ensuring high system uptime and supporting rapid business expansion.
- Led the development and implementation of a custom CRM and billing system, which automated membership management and improved member retention rates.
- Directed the technical implementation of Microsoft Dynamics CRM & ERP, streamlining core business processes from finance to customer service for the entire 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.