

SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience leading complex IT projects and large, cross-functional teams in both public and private sectors. Expert in full-lifecycle management of task orders, from planning and execution to IT sustainment services. Excels at managing project constraints including scope, budget, schedule, and risk while ensuring timely delivery and clear stakeholder communication. Skilled in hybrid and traditional methodologies, with a focus on supporting mission-critical government and commercial initiatives.

KEY SKILLS

- **Project & Program Management:** Task Order Management, Full SDLC, Scope & Schedule Control, Budget & Risk Management, Stakeholder Engagement, Government Contracting, PMP Principles, SAFe, Scrum, Kanban, Waterfall
- **Leadership & Operations:** Team Leadership (100+), IT Sustainment Services, Hypercare & Production Support, Resource Staffing & Allocation, Performance & KPI Reporting, C-Level Communication
- **Technologies & Platforms:** Cloud Platforms (AWS, GCP), Java, SQL, AI & GenAI Integration, Salesforce CRM, Enterprise Systems (ERP/CRM), Data Migration, Mobile (Android/iOS)
- **Tools & Certifications:** MS Office Suite (Project, Excel, Access), Jira, Confluence, Google Project Management, Certified SAFe 6 Agilist, A-CSM, Google Generative AI Leader
- **Languages:** Spanish

PROFESSIONAL EXPERIENCE

Project Manager

08/2021 - 07/2025

Globant, Medellin, Colombia

A global digital consulting firm that helps organizations reinvent themselves through innovative technology solutions, focusing on AI-driven software development and large-scale digital transformation.

- Led project execution for Royal Caribbean, managing complex task orders for onboard digital services, enhancing the guest journey and ensuring timely, on-budget delivery.
- Managed full project lifecycle for financial and retail clients, including scope, schedule, and budget, improving e-commerce platform performance by 40% at Dick's Sporting Goods.
- Directed IT sustainment and hypercare support models post-launch, ensuring system stability and high user satisfaction for critical applications across multiple industries.
- Led staffing and management for cross-functional teams of 100+, establishing robust communication channels and KPI reporting for C-level government and commercial stakeholders.

Project Manager

01/2020 - 07/2021

Mango Soft, Miami, FL

A software development company specializing in cloud-native solutions, big data, and AI applications for media, sports, and healthcare industries.

- Managed fixed-price task orders for clients like Concacaf, delivering media streaming and data management platforms on AWS from conception through production support.
- Directed development and implementation of healthcare IT solutions, including voice-to-text applications and medical imaging integrations, improving clinical workflow efficiency.
- Implemented robust project management controls for scope and schedule, ensuring all project deliverables for multiple clients met contractual obligations and deadlines.

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 sectors in Colombia.

- Led a project for the Colombian Police, delivering a bodycam system with real-time tracking, meeting strict government contract requirements and operational needs.
- Managed the full SDLC and deployment of 3,000+ devices, overseeing firmware development, software management, and operational support across multiple cities.
- Oversaw project planning, execution, and quality assurance for integrated hardware/software systems, ensuring solutions met stringent public sector compliance and reliability standards.

Technical Project Manager

08/2012 - 12/2018

IT Big Boss Software House, Medellin, Colombia

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

- Directed the complete software development life cycle for a flagship SaaS product, integrating payments, inventory, and CRM functionalities for diverse business needs.
- Led technical teams in coding, quality assurance, and release management, delivering continuous product improvements and system integrations for a large user base.
- Managed operations and customer support workflows, ensuring high system uptime and customer satisfaction for a subscription-based service model.

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.