# SEBASTIAN OCHOA ALVAREZ
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## PROFESSIONAL SUMMARY

Versatile Project Manager with 10+ years of experience leading global teams and delivering complex infrastructure and mission-critical system transformations. Expert in full-cycle project management, from pre-construction planning and bidding to financial oversight, vendor supervision, and project close-out. Skilled in managing large-scale, multi-site deployments with a focus on schedule adherence and budget control.

## KEY SKILLS

- **Project & Construction Management Principles**: Full Project Lifecycle, Budget & Schedule Control, Bid Review, Vendor & Subcontractor Management, Change Orders, Financial Reporting, Risk Mitigation, Project Close-out.
- **Mission-Critical Infrastructure & Operations**: Data Center Migration, IT Infrastructure Deployment (Networking, CCTV), Physical Access Control Systems, Platform Modernization, Operations & Support Workflow.
- **Stakeholder & Relationship Management**: Client Relationship Management, Executive Reporting, C-Level Communication, Cross-Functional Team Leadership (100+ members), RFP & Proposal Development.
- **Project Management Tools & Methodologies**: Jira, Confluence, MS Teams, Asana, Hybrid Methodologies (Waterfall, Kanban), Adaptive Project Planning.

## PROFESSIONAL EXPERIENCE

**Technical Project Manager**                                         08/2021 - 07/2025
**Globant**, Medellin, Colombia

*A digitally native company offering innovative technology solutions. Globant helps organizations with digital transformation, leveraging AI and software development for global clients.*

- Directed end-to-end delivery of a new guest services platform for Royal Caribbean, leading a global team of 30+ to successful on-time deployment.
- Drove program performance for Dick's Sporting Goods, achieving a 40% boost in e-commerce platform efficiency through adaptive quarterly roadmaps and resource optimization.
- Managed a mission-critical data center migration from on-premise to GCP for Banco de Chile, coordinating over 100 personnel to ensure seamless transition.

**Technical Project Manager**                                         01/2020 - 07/2021
**Mango Soft**, Miami, FL.

*A software consultancy specializing in custom cloud-based solutions, Big Data, and AI applications for clients in the media, sports, and healthcare industries.*

- Oversaw the end-to-end delivery of media streaming infrastructure on AWS for Concacaf, enabling live match streaming and media management for a global audience.
- Managed the integration of medical imaging and voice-to-text systems for multiple clinics, improving the efficiency of surgical procedures and clinical documentation.
- Led full-cycle resource planning, from RFP review to staffing and project execution for 10+ member teams, ensuring alignment with client and project goals.

**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, focusing on IoT and real-time data.*

- Directed the lifecycle for a law enforcement bodycam system, overseeing hardware, firmware, and software from planning to deployment of 3,000+ units.

- Managed all project constraints for government contracts, ensuring on-time delivery, quality assurance, and compliance with strict public sector regulations and requirements.
- Led implementation of patient-flow and asset tracking systems across 10+ hospitals, managing hardware installation, vendor coordination, and software integration.

**Technical Project Manager**                                    08/2012 - 12/2018
**IT Big Boss Software House**, Medellin, Colombia.
*A Software-as-a-Service (SaaS) provider delivering comprehensive Point-of-Sale (POS) and business management solutions for the restaurant, fitness, and retail industries.*
- Led the software development lifecycle and implementation of a POS system, successfully deploying the solution to over 1,000 small businesses across Latin America.
- Oversaw integration with diverse third-party hardware, including biometrics, turnstiles, and payment terminals, ensuring seamless end-to-end system functionality for clients.
- Directed technical and operational support workflows for a team of 30+, establishing processes that ensured high system uptime and customer satisfaction.

**IT Manager**                                                  07/2005 - 07/2012
**Bodytech**, Bogota, Colombia.
*A leading operator of health and fitness centers, providing high-end wellness services to members across multiple locations in Colombia, Peru, and Chile.*
- Managed technology infrastructure deployment across 60+ sites in 3 countries, including networking, IP phoning, CCTV, and physical access control systems with turnstiles.
- Acted as the technical leader for a company-wide Dynamics CRM & ERP implementation, overseeing vendor management, system configuration, and ensuring successful user adoption.
- Established and led the IT Service Desk and operational support functions, significantly improving ticket resolution rates and overall system reliability for all locations.


## 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.