SEBASTIAN OCHOA ALVAREZ

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PROFESSIONAL SUMMARY

Adaptive Project Manager with 10+ years of experience organizing complex projects and building operational frameworks for ventures in hospitality, retail, and healthcare. Expert in translating visionary concepts into actionable goals and developing foundational systems like SOPs, budgets, and hiring plans. Skilled in Agile and traditional methodologies, with a focus on steering cross-functional teams to successfully deliver on strategic initiatives from initial concept through to launch and execution.

KEY SKILLS

- **Project & Operations Management**: Strategic Planning, Task Coordination, Timeline Management, SOP Development, Budget Management, Risk Mitigation
- **Team & Stakeholder Leadership**: Cross-Functional Team Coordination, Stakeholder Communications, Hiring & Staffing Plans, Vendor Management, Executive Reporting
- **Methodologies & Tools**: Agile, Scrum, Kanban, SAFe, Waterfall, Jira, Confluence, Asana, MS Teams, Slack
- **Technical & Domain Acumen**: SDLC, Cloud Services (AWS GCP), AI Solutions, System Integration, Retail, Healthcare, Hospitality, Finance
- **Languages**: Spanish

PROFESSIONAL EXPERIENCE

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

A digitally native consulting company that helps organizations reinvent themselves with AI and innovative software solutions to create a way forward.

- Coordinated project lifecycles for Royal Caribbean, translating visionary goals into actionable roadmaps that enhanced the onboard digital guest experience across four products.
- Led global teams of 100+ to deliver financial applications for Banco de Chile, defining scope, budget, and quality standards for a major datacenter migration.
- Drove a 40% performance improvement for Dick's Sporting Goods' e-commerce platform by implementing Core Web Vitals and optimizing team velocity with adaptive roadmaps.
- Developed and executed hiring plans to staff over 150 technical positions, building the high-performance teams needed to deliver on large-scale client engagements.

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

A software development firm specializing in delivering custom cloud-based solutions and big data services for media and healthcare clients.

- Coordinated end-to-end development of a media streaming platform for Concacaf, managing all tasks and timelines from initial RFP to successful production launch.
- Established foundational project structures for healthcare clients, creating SOPs for medical imaging integrations that improved data accessibility for clinical staff.
- Directed a team to deliver a voice-to-text AI application for physicians, successfully reducing documentation time and improving patient record accuracy.

Technical Project Manager   01/2019 - 12/2019
TIPI, Medellin, Colombia

A technology provider delivering integrated hardware and software solutions for public safety, law enforcement, and healthcare sectors in Colombia.

- Led the full project lifecycle for a bodycam system for the Colombian Police, coordinating hardware and software development under strict government contracts.
- Organized the deployment and support operations for 3,000+ bodycams, establishing manageable weekly goals that ensured high system uptime and field reliability.
- Managed the rollout of an RFID asset tracking system across 10+ hospitals, improving operational efficiency and significantly reducing asset loss.

Technical Project Manager   08/2012 - 12/2018
IT Big Boss Software House, Medellin, Colombia

A SaaS company I founded, providing POS and management software for over 1,000 small businesses in the LATAM retail and wellness market.

- Directed the entire SDLC for a flagship POS product, building a scalable SaaS platform from the ground up for the fitness and restaurant industries.
- {{COMPANY_BULLET_2_ITBIGBOSS}}
- Led a 30-person team and managed product integrations with payment processors and accounting apps, increasing the product's marketability and user adoption rate.

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.