

Hector Ramirez

Student | Aspiring Software Engineer

NEW YORK, NY

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Experience

iTalent Digital • Remote

Software Support Internship

Feb 2022 – July 2023

- Conducted comprehensive software testing and troubleshoot efficiently to guarantee smooth functionality and high-quality performance.
- Proactively updated and maintain the knowledge base for the software to ensure accurate and up-to-date information.
- Provided back-end ticket support for the software platform, resolving issues promptly to optimize user experience.
- Collaborated closely with upper management to create persuasive and effective RFP decks, showcasing a strong understanding of business requirements.
- Enhances UI/UX designs, ensuring a user-friendly and visually appealing experience for the platform's users.

National Debt Relief • New York, NY

Banking Operations Project Manager

Oct 2018 – Feb 2022

- Define and executed project scopes and objectives effectively.
- Identified process improvement areas and develop solutions.
- Efficiently manage project schedules, processes, progress, and analyze outcomes to optimize efficiency.
- Regularly updated upper management on strategy and progress.
- Coordinated with external creditors, attorneys, and internal departments for issue resolution.
- Create and maintained comprehensive project documentation.
- Presented projects to upper management, highlighting improvements.
- Assisted internal department management with account issues and resolutions.

Education

Bachelors of Science *(May 2025 expected)*

Computer Science

Inter American University of Puerto Rico

3.52 GPA

Relevant Courses

- Data Structures and Algorithms
- Object Oriented Programming
- Intro to Databases
- Intermediate Java
- Web Program with Databases
- Discreet Computational Structures I
- Databases I
- Web Page Development
- Logical Programming
- Operating Systems
- Intro to Java

Objective

Hard-working Computer Science sophomore currently seeking software engineer internships for spring and summer 2024. Eager to gain hands-on experience in software engineering, software development, cybersecurity, AI, and web development. Flexible and open to remote work and opportunities within the USA.

Languages

Python, SQL, Java, HTML, CSS, C, C++, PHP, Javascript, SQL

Skills

Software Testing and Debugging, Data Structures and Algorithms, Object-Oriented Design, Linux, Git, Project Management, Django, Operations and Analytics, Bilingual (Spanish/English), Tech-Support, Risk Management, UI/UX

Software

Photoshop, Illustrator, Airtable, Office 365

References

Marina Antonowicz

Relationship: Personal | Years Known: 10
Motion Designer @NBCUniversal
561 839 0061 | info@manto.media

Bianca Martinez

Relationship: Professional | Years Known: 4
Project Manager @National Debt Relief
917 673 9840 | bianca.martinez@nationaldebtreief.com

Heather Marks

Relationship: Professional | Years Known: 1.5
Change Manager, iTalent Digital
216 407 2567 | heather@heather-marks.com