

Sebastián López Ocampo

Software Engineer Student | sebasnan1706@gmail.com | (+506) 8964-8382

Professional Resume

- 3 months of experience as Amazon Product Compliance Associate.
- 9 months of experience as Amazon US ECR (Executive Customer Relations) Associate Acting.
- 15 months of experience as Amazon CAP (Concessions Abuse Prevention) Associate.
- 6 weeks of experience as GEM (Gifted Effective Mentor) Acting.
- Fluent English and Spanish, verbal and written.

Skills

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|------------------------|---|--|
| • Communication Skills | • Strong Management and solving skills. | • Able to work in dynamic environments maintaining high levels of confidentiality. |
| • Multitasking | • Analytics and logical reasoning skills. | |
| • Fast Learning | | |

Software and Computer Programs

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|--|------------------------|
| • Microsoft Office Suite | • Windows |
| • Java, HTML, CSS, JavaScript, SQL, Power Bi, C# | • CSC, AC3, OBLT tool. |

Professional Experience

CAP Associate, Amazon

October 2022 – October 2023

- Helping and solving their problems following the respective policies.
- Identifying the issue and checking the available options for them.
- Compromised with Service Level Agreement according to my duties, in order to meet and exceed customer's experience.

GEM [A], Amazon

October 2023 – November 2023

- Helping new hires to attend their first contacts.
- Meetings regarding the contacts they attended to and clarify any doubts that arise.

US ECR Associate [A], Amazon

December 2023 – October 2024

- Helping customers with executive escalations as their problem was not solve yet.
- Extensive research on the client's problem in order to analyze it and provide the best possible resolution.
- Analyzing new escalations to determine what type of case it is and what steps to follow.
- Continuous communication with teammates and different teams for case management and to determine case ownership.

Product Compliance Associate [A], Amazon

October 2024 – Present

- Analyze that the products comply with basic standards for the Mexican and Brazilian regions.
- Continuous communication with stake holders for the update of basic product restriction standards.
- Handling of large amounts of data to make comparisons between products.

Education

- Bachelor's Degree in Software Engineering, Universidad Cenfotec, 2022-Present
- Senior Technician in Software Development, Universidad Cenfotec, 2022-2023
- High School Diploma, Centro Educativo Cristiano Reformado, 2017-2021
- SCRUM Fundamentals Certified, SCRUM Study, 2023

Languages

- Spanish
- English