

Sebastian Ramirez

Product Owner and Software Engineer

Highly motivated Software Developer and Business Graduate with knowledge in Agile Project Management as a Certified Scrum Product Owner. Seeking opportunities in Product Ownership and Software Development, driven by a strong commitment to crafting excellent, customer-centric products.



Work History

Oct 2023
To
Current

Associate Banking and Support Specialist

Seacoast National Bank, Lake Mary, FL

- Provide branch agents and managers with guidance regarding bank procedures and regulations as needed.
- Help with the validation process of legal documents by our legal team by ensuring they receive valid documentation for Trusts, Estates and Powers of Attorney.
- Manage and oversee employee accounts to ensure compliance with our security and privacy standards.
- Assist teams generating banking procedures for agents to follow in their day-to-day operations.
- Provide Management with clear opportunities for improvement within the bank by recognizing patterns and documenting them for further use.

Client Advisor II

Seacoast National Bank, Lake Mary, FL

- Managed High Risk customer requests, minimizing potential risks to the bank.
- Maintained Quality rating of 95%+ on average.
- Monitored and supported Call Center agents for safe and effective operations, offering coaching opportunities and serving as Fraud and Digital Ambassador for the bank.

Client Advisor

Seacoast National Bank, Lake Mary, FL

- Educated clients on financial matters and offered tailored recommendations.
- Successfully opened new accounts following established guidelines.
- Fostered strong relationships with clients, providing information on account services and capabilities while ensuring strict security procedures were upheld.

Sales Representative - Concierge

Expedia Inc, Orlando, FL

- Achieved sales results, generating \$5 million in gross sales and \$750k in net revenue through sales of high-margin products and exceptional customer service.
- Supported Expedia with day-to-day business partner account operations.
- Managed partner accounting operations, overseeing billing, and resolving discrepancies, while supporting training and development of new hires.

Education

Feb 2023
To
June 2025

Bachelor of Science: Game Development - Software Engineer

Full Sail University - Winter Park, FL

Jan 2012
To
May 2015

Bachelor of Science: Entertainment Business

Full Sail University - Winter Park, FL

- Coursework in Global Media Management, Event Management and Professional Selling.

2023 – 07

ScrumStudy

Scrum Product Owner Certified (SPOC) – Scrumstudy.



Contact

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Skills

Product Management
Scrum methodology
Risk Assessment
Training and Developing
Stakeholder Relationship Management
Agile frameworks



Software

Git
Vulkan
RenderDoc
ENTT
Unity
Unreal Engine
Microsoft Visual Studio
Blender
WxWidgets
Microsoft Office
QuickBooks
Photoshop



Programming Languages

C++
C#
SQL
MATLAB
Assembly



Accomplishments

- Client Advisor II of the Year Award 2021.
- Expedia Award for sales over 1 million sales in 2018 & 2019.