SEBASTIAN O. RODRIGUEZ

Product Manager

📞 954 856 - 4903
🔗 linkedin.com/in/sebastianorodriguez
@ rodriguez.o.sebas@gmail.com
📍 New York, NY

EXPERIENCE

Operations Associate

Scale AI

📅 2023 - Present   📍 New York. NY

- Orchestrated 50+ contractors daily towards high-ramp goals.
- Spearheaded cross-functional collaboration across 14+ individualized teams to deliver analytical and efficient solutions.
- Mastered data analysis tools to monitor key indicators, creating reports with key-insights leading to 25% reduced AHT with paramount quality.

Technical Writer

Salesforce

📅 2021 - 2023   📍 New York. NY

- Upskilled users on creating their own Functions-as-a-Service (FaaS) combining programming languages such as Python, Java, and JS, with GUI visual interfaces.
- Created and maintained robust documentation for daily and weekly releases and updates.
- Elevated clients with elastic and highly customizable elastic services reducing B2B client usage costs by up to 30%.

Sales Specialist

Peloton Interactive

📅 2020 - 2021   📍 Pittsburgh, PA

- Enhanced customer experience through communication and education of total user experience.
- Fostered collaborative and adaptable environment premised on open and clear communication.
- Delivered exceptional sales acumen with ultimate product/service knowledge paired with fine-tuned client support.

Installation Expert / Management Intern

Ultimate Flooring Solutions - TC Construction Inc.

📅 2019   📍 Lauderhill, Florida

- Delivered the premier floor installation package for all clients, reaching tight deadlines.
- Created and integrated automation tools to boost data maintenance efficiency by 40%.

PERSONAL

🧘 Daily Meditator

🎧 Artist/Producer / DJ

🏄 Skateboarding / Snowboarding / Surfing (all boards really)

📖 Avid Novel Enjoyer

🤝 Sigma Alpha Epsilon

👥 CMU Club Rugby

KEY ACHIEVEMENTS

💎 **Bulba QA Quality STO Lead | Scale**

- Spearheaded team of 50+ members to deliver superb quality on extremely tight deadlines.
- Developed and Deployed performance dashboard to provide clear and accessible insights.
- Choreographed consistent training and oversight to clear and effective training, providing additional support where beneficial.

⚡ **Functions Launch | Salesforce**

- Became primary product owner leading Salesforce Functions through successful launch to general availability (GA).
- Recreated documentation content and structure with consistent improvements and enhanced accessibility.
- Broadened understand and education surrounding product, acting as liason between engineering and product users.

💡 **Simple Sound | CMU**

- Designed music creation software centered around ease-of-use and engaging user experience.
- Roadmapped and exceeded progress goals and achievable milestones to deliver high-quality prototypes on a steep development ramp.
- Created and debugged product software from 0 to 1 alongside constant product roadmapping and improvment.

SKILLS

Product Vision	Roadmapping

Agile Development	UE/UX Design

C/C++	Python	Java	SQL

Pandas	Pytorch	Max MSP	Jira

EDUCATION

Bachelor of Science, Technology and Sonic Product Innovation

Carnegie Mellon University

📅 2015 - 2020