Hello

I'm Gerardo Ramirez

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[LinkedIn](#)

EXPERIENCE

Credit Karma, Oakland, CA — *Sr. Solutions Engineer*

July 2025 - Present

- I built strong relationships with financial partners like banks, lenders, and fintech platforms, serving as a trusted advisor to help promote Credit Karma's Easy Apply solutions.
- My role involved breaking down complex requirements into straightforward integration solutions while working closely with internal teams to create smooth financial application experiences.
- I worked to improve our onboarding processes with the engineering and compliance teams, successfully cutting down integration timelines from six months to just two and a half months, significantly boosting the efficiency of the Easy Apply program in bringing more partners into the platform.

Zendrive, Remote — *Sr. Solutions Engineer*

May 2021 - July 2024

- Demonstrate expertise in building and nurturing strong relationships with both prospective and existing clients, establishing myself as a reliable technical advisor committed to fostering enduring partnerships.
- Commit to comprehensively understanding and addressing customer needs, adeptly transforming their goals into actionable solutions, and consistently advocating for the customer perspective within the organization.
- Responsible for leading an offshore full-stack engineering team, optimizing collaboration and project delivery efficiency.
- Provide strategic input to ensure that product roadmaps are in harmony with overarching corporate objectives.
- Direct the development of requirements for Zendrive's foundational technology, including the Mobile SDK and RESTful APIs.
- Consistently synthesize essential information to educate and enable decision-making among executive leadership, engineers,

EDUCATION

California State University, Fullerton, Fullerton, CA — *Masters of Science, Software Engineering*

Graduated June 2020

California State University East Bay, Hayward, CA — *Bachelor of Science, Computer Science*

Graduated June 2003

TECHNICAL SKILLS

Programming Languages: Java, PHP, Typescript

AI Tools: Cursor, Gemini, OpenAI, Bolt.new

Systems and Cloud Computing:

- **Cloud Platforms:** AWS, DigitalOcean, GCP
- **Operating Systems:** Windows, MacOS, Linux (Ubuntu and CentOS)
- **Version Control Systems:** Git, GitHub Enterprise
- **Web Servers and Databases:** LAMP (Linux, Apache, MySQL, PHP/Perl/Python), MySQL, MongoDB

Mobile Platforms: Android, iOS

Web Platforms: Drupal, Ghost Blog, WordPress

Web Technology:

- HTML, CSS

and peers.

- RESTful API, Webhooks
- **Databases:** MySQL and PostgreSQL.
- **Web Server:** Apache2

Ricoh, Campbell, CA — Ricoh Developer Program, *Developer Advocate*

Aug 2015 - May 2021

- Successfully managed and coordinated an engineering team in Japan, facilitating effective communication and collaboration across geographical boundaries.
- Spearheaded a collaborative initiative within a vibrant development community to design and implement embedded connectors for leading document and repository technologies, including Alfresco, DocumentMall, and SharePoint.
- Provided expert support and guidance to both internal and external engineering teams in developing robust embedded applications for Ricoh platforms.
- Oversaw the release and distribution of Java and JavaScript-based SDKs, ensuring tools and sample code improved the development experience for internal and external engineering teams.
- Designed and delivered comprehensive onsite and virtual training for developers.

Ricoh, Campbell, CA — *Software Engineer (Associate to Principal)*

Aug 2007 - May 2015

- Led the architectural design and management of the Ricoh Developer Program website, ensuring a user-friendly experience.
- Designed a support system to provide timely assistance to third-party developers, improving developer satisfaction and loyalty.
- Streamlined internal and third-party support operations, resulting in more efficient incident resolution.
- Collaborated with international engineering teams to resolve high-priority customer service incidents promptly.
- Maintained and upgraded the support system to ensure it remained cutting-edge and aligned with industry best practices.
- Pioneered the establishment of comprehensive onsite and online developer training programs, fostering skill development and proficiency.

LANGUAGES

Spanish