

CONTACT

☎ 305-469-6997
✉ sebasferpa@gmail.com



SUMMARY

Dedicated and results driven professional with a strong background and customer relations, sales and operations. Proven track record delivering exceptional service, solving problems efficiently, and building lasting relationships.

SKILLS

- Project and operations management
- Jira ticketing system
- Customer relationship management
- Sales and business development
- Financial and administrative operations
- Conflict resolution and problem-solving
- Team training and leadership Technical
- Troubleshooting and support

LANGUAGES

- English
- Spanish

EDUCATION

BBA | BUSINESS ADMINISTRATION AND MANAGEMENT

Miami Dade College

CERTIFICATIONS

LICENSED PROJECT MANAGER

SEBASTIAN FERNANDEZ

EXPERIENCE

PRODUCT SUPPORT SPECIALIST

Trax USA Corporation | Miami, FL

2021 - Present

- Manage and prioritize multiple projects independently, ensuring timely and effective issue resolution.
- Track bugs, manage support tickets, and coordinate development tasks, ensuring compliance, traceability, and efficient team collaboration.
- Provide technical support via phone, email and remote assistance software to diagnose and resolve customer issues.
- Identify escalate and document technical concerns to internal teams, ensuring accurate problem, resolution.
- Follow up monthly meetings with customers.

AVIATION OPERATIONS & CUSTOMER EXPERIENCE TRAINEE

Virgin Atlantic | London, United Kingdom January - February 2025

Go-live eMRO

ROYAL JET | Abu Dhabi, UAE July - August 2024

Training upgrade Trax-emro

ALLEGiant | Las Vegas, NV September - October 2024

Go-live eMRO

SA AIRLINK | Online

Remote planning, control training

FIRST AIR | Online

SLA support solving

ARCHER AIR | Online

Training user set up training

TRAX USER CONFERENCE

Task control, production control

SALES & EVENTS ASSOCIATE

Angie's Epicurean | Miami, FL

2019-2021

- Lead customers engagement initiatives, enhancing brand experience, and driving repeat business.
- Managed an executed promotional sales events, ensuring high visibility and customer interaction
- Trained and mentor, new employees and customer service, cash handling and organized best practices.