Julian Ramirez

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SUMMARY

Product-minded engineer building applied AI and data products for enterprise customers: customer discovery, architecture, delivery and technical leadership. Built a Manchester City verification dashboard now in ongoing use, an AI recommender for teachers shaped by direct teacher interviews, and customer-support automation at Mercado Libre; AI products since 2021.

EXPERIENCE

AI Product Engineer *Argentina*
Veritran *Jan 2026 – Present*

- Owned product and implementation of Manchester City's fan-verification dashboard, from an unscoped request via Veritran's Chief Customer Success Officer to **v1 in 2 weeks and final in 1 month, now in ongoing use** (Snowflake prototype → Oracle, Flask, React/TypeScript).
- **The dashboard's rejection-by-country view reportedly informed enabling fan onboarding in two more countries**; before launch, turned stakeholder feedback into same-day deploys.
- Architected a 21.1M-node, 68.4M-relationship bank-transaction graph on Snowflake/Snowpark to explore churn and acquisition use cases; **built in one month and used in evaluation demos for Veritran's C-level and two banks' business teams.**
- Proposed and built NXCore, the Go API serving this data through typed Snowflake stored procedures, bounded queries and OpenTelemetry tracing.
- **Cut a recommendation dashboard's cold-load first render from 10–20s to under 200 ms** by rendering real chart data first and loading AI sections afterward.

Senior Software Engineer *Remote (US company)*
Globant · Live Nation *Dec 2024 – Dec 2025*

- **Integrated 5+ ticketing providers with undocumented APIs behind one normalized contract**, documented from captured traffic (Playwright) and provider engineers; expanded it to all team products, with gradual adoption outside the team.
- Led the move to team-owned microfrontends and a slim BFF, coordinating with other teams to end repeated cross-team reviews: **the team completed ~15% more story points over four sprints.**

Engineering Manager *Argentina*
Ticmas *Oct 2023 – Nov 2024*

- Redesigned the teacher recommender around curriculum alignment after teacher interviews (LLM topic splitting, embeddings, AWS Bedrock): **cumulative activated teachers went from ~50 to 1,000+ by the month after rollout.**
- **During the pilot, 30-day teacher inactivity was ~50% lower than in same-district schools**; after rollout, Colombia and Mexico managers reported better renewals and easier selling.
- Designed the student-support workflow for an LLM tutor and built its AWS Bedrock integration, with pedagogical rules from the content leader.
- Chose a strangler migration and built its facade, **protecting a government winter camp (two weeks, no observed interruptions)**; 80%+ of the backend migrated and cross-team blocked tickets fell ~80% quarter over quarter.
- Proposed merging teams and led the resulting 15-person group (12 developers, 2 designers, 1 QA) with a product, sales and content stakeholder squad; sponsored 2 Staff promotions.

Senior Software Engineer *Remote (US company)*
eagerWorks · Batch *Mar 2023 – Sep 2023*

- **Diagnosed Batch's chat failures in one week and fixed them in a two-week sprint** by reproducing real use with colleagues (attachment overwrites, autoscroll, redundant fetching), rolled out internal → blue/green → everyone.

Senior Software Engineer *Remote (US company)*
Globant · Expedia *Jul 2022 – Mar 2023*

- Designed and built the frontend and BFF aggregation for a partner travel-package checkout, **delivered to production.**
- Documented setup and architecture from scratch and mentored two engineers: **later engineers onboarded in ~1 week vs ~4 before**; Lighthouse accessibility rose from 70 to 95.

Software Engineer *Argentina*
Mercado Libre *Nov 2021 – Jul 2022*

- Built the LLM orchestration backend for customer support as informal tech lead, routing the model's structured intents so it never called internal services: **~25% of handling steps (bot and human alike) became bot-handled.**
- After evaluations flagged three regressions in a growing prompt (malformed output, leaked internal requests, hallucinations), helped split it into retrieval, reclassification and answering stages with human escalation.

Earlier roles *Remote*
Lenovo, independent *Mar 2019 – Nov 2021*

- Lenovo (2021): implemented global-site pages. Independent (2019–21): WhatsApp shop assistant used by two paying entrepreneurs for a year.

VENTURES & INDEPENDENT WORK

Technical Founder (part-time) *Argentina*
Bosun *Feb 2026 – Present*

AI-native product engineering studio building open-source infrastructure for human-directed AI agents and delivering software for clients.

- Built Ohtools, an agent-explorable framework with typed contracts and MCP/CLI adapters, then used it to power Logbook (durable task state and agent handoffs) and three other open-source developer tools (github.com/bosun-sh).
- Delivered a client's first two mobile apps as sole engineer, each reaching internal beta after a two-week MVP sprint.

Founder & AI Engineer (part-time) *Argentina*
ggofri *Sep 2021 – Jan 2026*

Growth-engineering practice: forward-deployed delivery of AI systems.

- Built and operated all four systems of a multi-agent storytelling platform for an alternate-reality-games agency, with human reviewers able to stop publication; **its CEO later hired my next company for a follow-on build.**
- Owned strategy, architecture, standards and hiring for a startup's AI team, sourcing and onboarding five hires, including the eventual manager; the team implemented the software.

SKILLS

Product: Customer discovery, scoping, roadmapping, stakeholder management, team leadership
LLM systems: AWS Bedrock, embeddings and recommendation, structured-intent orchestration, evaluations, human escalation, multi-agent systems
Integration & data: API contracts, BFF, microfrontends, Oracle SQL, Snowflake/Snowpark
Languages & frameworks: Python, TypeScript, Go, Java; React, Next.js, Node.js, Flask
Spoken: Spanish (native), English (professional), Portuguese (working)