

MICO RAMOS

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I am a creative production and live experience operations leader with 10+ years of experience across immersive entertainment, film production, game development, and business operations. I have spent my career building teams that create together and I lead productions in digital, live, and interactive mediums. I have worked with small teams as well as teams of hundreds to give audiences a great show every time.

PROFESSIONAL EXPERIENCE

Escape Room Team Lead | Design Team

***Red Door Escape Room* | 2025 - Present**

- Directed live narrative experiences for hundreds of guests each week across eight escape rooms simultaneously, while leading the creative team through tight schedules.
- Took ownership of location goals by mentoring staff, tracking daily metrics, and nurturing a creative team culture. I spearheaded efforts for the location to make significant gains in daily rebookings, guest reviews, revenue, and overall quality of each guest's experiences.
- Trained 20+ new team members in guest service, game mastering, rebooking pitches, and resets.
- Consistently earned more than 3x the required rebooking goal and 30+ guest reviews a month through strong guest connection, clear debriefs, and enthusiastic service.

Business Manager

***Creativity for All Counseling* | 2024 - Present**

- Applied agile methodologies to optimize business workflows and foster growth for the practice.
- Maintained regulatory compliance by overseeing timely renewal and attestation of licenses.
- Created a single source of truth for all data while ensuring HIPAA compliance across all systems.
- Rapidly recovered \$15K+ in accounts receivable by analyzing financials and coordinating with billing and accounting.

Producer and Owner/Operator

***The Mighty Venus Game Studio* | 2022 - 2024**

- Established an independent game studio and designed/developed 8 games both physical and digital.
- Oversaw project management responsibilities, including timeline management and risk mitigation.
- Facilitated cross-discipline communication, ran daily stand-up meetings and upheld agile methods.
- Secured funding, executed a marketing plan, and pitched our games at various events.

Assistant Director

***Windsor Films, LaunchBoom, Charthouse Media* | 2016 to 2024**

- Organized and led the production of *feature length films, music videos and commercials*.
- Managed crew, cast, and background actors through unpredictable production days.
- Created call sheets, managed schedules, conducted production meetings, and led each shooting day.

Production Assistant

***ABC, Netflix, Fox, Universal, and more* | 2017 to 2020**

- Assisted in the management of various major motion pictures and television shows including *"Once Upon a Time in Hollywood"*, *"Grownish"*, and *"Better Things"*.
- Managed and directed hundreds of background actors a day on set.
- Upheld labor laws, union rules, and proper documentation.
- Kept strong working relationships between departments and often worked with children.

ADDITIONAL WORK

Board Member

***IGDA San Diego* | 2024 to present**

- Provided leadership, decision-making, and event planning to support the local game development community.
- Coordinated outreach efforts, built partnerships, and strengthened the chapter's presence through community events and networking initiatives.
- Organized the official San Diego site for the Global Game Jam by onboarding participants, providing resources and refreshments, assisting jammers throughout the event, and offering photo services to document the experience.

Graphic Designer, Application Reader

***IGDA Foundation* | 2024 to present**

- Provided graphic design for crucial yearly impact reports for the IGDA Foundation that were presented to the board of directors and their sponsors such as Double Fine Productions and Amazon
- Created marketing assets for various forms of social media.
- Evaluated applications for the foundation's *Virtual Exchange* program.

Level 6 Cook

***In-N-Out Burger* | 2013 to 2016**

- Thrived in a high-pressure, fast-paced kitchen, preparing food for hundreds of customers daily.
- Provided excellent customer service while managing task delegation and organizing workflow among team members to ensure smooth operations during peak times.

EDUCATION

San Diego State University

B.S. in Television, Film, and New Media

San Diego Mesa College

A.S. Video Game Design and Development

A.S. Business Management

A.S. Entrepreneurship

TRAINING

IGDA Foundation

HBCU/HSI Virtual Exchange Grantee

San Diego Mesa College

Small Business Virtual Incubator

Game Production Guild

Mentorship Program

ADDITIONAL SKILLS

- ✓ Game Design, Production, Business Development
- ✓ Project Management, Agile, Scrum
- ✓ Unreal Engine 5, Unity, Github, PlasticSCM
- ✓ Adobe Creative Suite (Photoshop, Illustrator)
- ✓ Video Editing, Photography, Social Media
- ✓ Paylocity, Resova
- ✓ Improv comedy
- ✓ Jira, Trello, Movie Magic Scheduling

ADDITIONAL ATTRIBUTES

- ✓ Strong organization skills and deadline driven
- ✓ Great communication and interpersonal skills
- ✓ Strong entrepreneurial spirit and leadership
- ✓ Familiarity with the film and game industries
- ✓ 10+ years of leadership experience
- ✓ Trained salesman and adept at giving pitches
- ✓ Avid board gamer and a maxed-out Helldiver
- ✓ Deep understanding of show management methodologies