

# Gabriel Tunggala

Atlanta, Georgia, 30303

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GitHub: <https://github.com/gtunggala>

Portfolio: [https://gtunggala.github.io/gt\\_portfolio/](https://gtunggala.github.io/gt_portfolio/)

## EXPERIENCE

### Steady Platform, Atlanta, GA — Support Specialist May 2018 - PRESENT

Provide devops support through product investigator triage, IT and hardware management, operational admin responsibilities, and existing manual testing process.

### Funding University, Atlanta, GA — Customer Success Manager February 2016 - May 2018

Main communication point for both outside & inside customers. Responsible for all incoming customer service experience. Handles loan origination processing for new and existing borrowers. Special project lead for state lending license expansion, loan refinance assistance, and customer service training.

### Office Manager February 2016 – May 2018

Responsible for company's daily administrative work. Is the main communication point between borrowers and company. Runs all media content from social media to contributing written blog posts.

### GA Communication Association, Atlanta, GA — Speaker December 2013 - February 2014

Delivered and assisted with presentations in the 2014 Georgia Communication Association Conference at Georgia State University.

## EDUCATION

### Georgia Tech Web Development Boot Camp, Atlanta, GA February 2019 - August 2019

Always learning and improving:

Languages: HTML, CSS, JavaScript, JQuery, SQL

Applications: Node.js, Bootstrap, Firebase

### Georgia State University: Perimeter College, Dunwoody, GA September 2013 - May 2014

Business Administration - 3.5 GPA

Honor Student, Dean's List in Fall 2013

Member of the National Society of Collegiate Scholars

## SKILLS & ABILITIES

Jira Software  
Microsoft Office & Google Suite  
Streak & Formstack (CRM)  
Hootsuite (Social Media)  
Zendesk & Service Desk (Customer Service)

## PERSONAL CORE VALUES

Exude joy  
Live generously  
Always be learning  
Live simply  
Pursue the standard of excellence  
Get uncomfortable  
Listen to good music

## LANGUAGES

English  
Fluent  
Indonesian  
Limited Working Proficiency