

# GABRIEL TUNGALA

(678) 412-5254  
gtunggala@gmail.com  
gabrieltunggala.herokuapp.com

## EXPERIENCE

### Technical Internal Operations

*Steady Platform  
Atlanta, GA  
May 2018 - Present*

Provide operational support through IT and hardware management, 2nd level customer support, admin responsibilities, and existing manual testing process. Maintain full life cycle for onboarding and offboarding employees. Administer hardware assets and spearheaded the migration of company's inventory from Jira to an official asset management system, implementing a Service Desk Portal to improve internal operations. Assist with maintenance of networking, database administration - mainly Aurora. Currently learning AWS and RDS. Manages JIRA administration - create projects, dashboards, and work with issue types and workflows, along with GSuite Admin. Led company audit and integrated company's SAAS platforms to an improved access management system.

### UX Enthusiast

*August 2019 - Present*

After completing a coding boot camp to understand web development and technical processes, I decided to pursue efforts in user experience.

### Customer Success Lead

*Funding University  
Atlanta, GA  
February 2016 - May 2018*

Responsible for all incoming customer service experience and main communication point. Handled loan origination processing for new and existing borrowers. Was a special project lead for state lending license expansion, loan refinance assistance, and customer service training. Ran all media content from social media to contributing writer.

## SKILLS

Atlassian Admin, Jira Software, Service Desk, Confluence, IT Asset Management, Google Suite Administration, CSS, HTML, JavaScript, SQL, Lucid Charts, Zendesk, Hootsuite, Cross team collaboration, Agile - Kanban

## CERTIFICATES

### User Experience Design Fundamentals

*Udemy, October 2019*

### UX & Web Design Master Course: Strategy, Design, Development

*Udemy, October 2019*

### Web Development Boot Camp

*Georgia Institute of Technology, Atlanta, GA*

*February 2019 - August 2019*

Languages: HTML, CSS, JavaScript, SQL

Applications: Node.js, Bootstrap, Firebase

## CORE VALUES

Always be learning  
Live generously  
Pursue joy + simplicity  
Kindness goes a long way  
Get uncomfortable  
Pursue the standard of excellence  
Teamwork makes the dream work

## ACTIVITIES

### Speaker

*GA Communication Association, Atlanta, GA*

*December 2013 - February 2014*

Researched and delivered presentations in the 2014 GCA Conference at Georgia State University.

### Interests

Playlist making enthusiast, storytelling, film photography, sustainable solutions, cinematography, design, solving user problems