JAIR ORDUÑA

SOFTWARE DEVELOPER

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EXPERTISE

- JavaScript
- CSS
- SEO
- HTML
- Tailwind CSS
- PHP
- HubSpot
- WordPress
- GitHub
- Git
- Azure
- Postman
- Miro
- Quality Assurance
  Team Lead
- JSON
- PostgreSQL
- Node.js
- Trello
- Canva
- Ruby
- WSL
- PWA
- Admin Assistant
- Web Optimization
- Team Leadership
- Quickbooks
- AWS
- Monday
- Slack

ABOUT ME

- **Experienced Software Developer** adept in all stages of software development and advanced web development, bringing forth expertise in the design, creation, installation, testing, and maintenance of web systems.
- **Equipped with a diverse and promising skill set.** Able to effectively self-manage during independent projects, as well as collaborating in a team setting.
- **Reliable Quality Assurance Team Lead** with over four years of experience working in companies to ensure the highest quality outcomes possible.
- **Skilled in managing employees and teams**, and dedicated to successfully directing business operations. A dedicated leader with the ability to lead effective teams in attaining improvement and productivity.

EXPERIENCES

2023 - 2025
Inspace | Barangaroo, New South Wales, Australia
Junior Software Developer

- **Collaborated with 3D artists** to integrate visually stunning building models, amenities, and rentable spaces into interactive 3D web pages, providing a dynamic and immersive user experience.
- **Managed and updated front-end designs and databases** to ensure seamless functionality and aesthetic appeal, utilizing tools like Azure, PostgreSQL, and Figma to meet client expectations.
- **Streamlined communication and project management** by leveraging Monday, Miro, Slack, and Atlassian to deliver updates, track progress, and maintain documentation in an organized and efficient manner.
- **Enhanced user engagement** by optimizing 3D model web pages for performance and usability, ensuring a smooth browsing experience across various platforms.

2021 - 2023
UPDigital Group | 28342 Lorita Lane, Santa Clarita, CA 91350
Software Developer

- **Transform Figma and PDF designs into working web pages** with 99% accuracy using CSS, HTML, Tailwind CSS, HubSpot, JavaScript, WordPress, PHP, and other tools.
- **Creating PWA Templates and web apps.** Collaborating with other developers in production using Git, GitHub, Ubuntu, Windows Subsystem for Linux, Ruby, RubyGems, Node.js, and other tools.
- **Optimizing and monitoring** pages for SEO using Chrome Inspector Tool, Firebug, Lighthouse, Screaming Frog SEO, Google Analytics, Google Search Console, Yoast SEO, SEMrush, and more.
- Successfully **identified, diagnosed, and fixed website and app problems**, including broken links, typographical errors, formatting issues, and others.
- **Helped to achieve a consistent look and visual theme** across the website and app by promoting uniform fonts, color schemes, formatting, images, and layout.
- Brought forth vast experience in **designing and developing responsive websites and apps**.

2017 - 2021
QA World | Salt Lake City, UT, USA
QA Team Lead

As a Team Lead at QA World, my role encompassed various responsibilities and tasks related to quality assurance and team management. Here is a concise breakdown of my key contributions and achievements:

- **Created comprehensive guidelines:** Developed clear and concise standards for quality assurance, ensuring alignment and equipping team members with the necessary tools to evaluate recorded calls accurately. This fostered consistency and enhanced the overall quality of services.
- **Tracked accuracy ratings and provided coaching:** Monitored and evaluated accuracy ratings within the teams, leveraging performance metrics to identify areas for improvement. Delivered targeted feedback and coaching to analysts, empowering them to enhance their skills and strive for excellence.

Full Stack Development

VIVIXX Coding Bootcamp

2016

Bachelor of Arts in Sacred Music & Theology

Covenant School of Ministry and Divinity

2013

Bachelor of Science in Psychology

University of Baguio

LANGUAGES

- **English - C2 Mastery**
- **Filipino (Proficient)**

- **Developed personalized improvement programs:** Recognized individual strengths and areas for development, designing tailored training and coaching sessions for team members. This approach fostered a supportive and collaborative environment, enabling analysts to maximize their potential and contribute effectively.
- **Generated detailed reports on QA metrics:** Conducted meticulous analysis of data to identify patterns, trends, and opportunities for optimizing quality assurance processes. Prepared comprehensive reports that offered valuable insights and actionable recommendations for enhancing performance.

2016 - 2018
Kentucky Mountain Bible College (KMBC) | Jackson
Web Developer | Virtual Assistant

Worked hand-in-hand with the School's Business Director in managing tasks such as:
- **Web Development and SEO**
- **Payment Processing via Quickbooks**
- **Research, Editing and Proofreading**
- **Social Media Marketing**

2016 - 2017
Intercontinental Hotels and Resorts Group
Reservation Sales Specialist

I worked as a Reservation Sales Specialist at IHG, where my main responsibilities were to:
- Deliver **exceptional customer service and maximize hotel revenue**. My focus was on assisting guests in securing reservations, promoting IHG loyalty programs, and providing information about hotel amenities.
- With **strong communication and sales skills**, I ensured that each guest received a personalized experience while meeting sales targets. I also managed bookings accurately, and processed modifications and cancellations. Through prompt and professional customer service, I addressed inquiries and resolved issues.
- I **collaborated with my colleagues** and stayed updated on promotions, contributing to the overall success of IHG.

2014 - 2016
SITEL Philippines
Consultant | Customer Support

I worked as a Consultant/Customer Support at Capital One, employed by SITEL Philippines. In this role:
- My primary responsibility was to provide **excellent customer service** to Capital One's clients. I assisted customers with their inquiries, concerns, and account-related issues effectively by utilizing my strong communication and problem-solving skills to ensure customer satisfaction which helped build positive relationships with them.
- **Collaborating with team members.** Together, we shared knowledge and expertise to further enhance our team's customer support processes.
- Throughout my tenure, I maintained a **professional and customer-focused approach** that greatly contributed to the success of the team and delivered exceptional service to Capital One's customers.

REFERENCES

Kathleen Arriola
Junior Software Developer | Inspace

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Coach | Sitel Philippines

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