

# JOHN-ALVIN AMBALONG

## Full Stack Developer

✉ john@jambalong.com

in https://linkedin.com/in/jambalong/

☎ (509) 859-7099

🌐 https://github.com/jambalong

📍 Walla Walla, WA

🌐 https://jambalong.com

## WORK EXPERIENCE

### CRM Manager

#### Bonson NorthWest

📅 September 2024 - current

📍 Walla Walla, WA

- Customized and implemented a CRM platform to optimize agency workflows, including setup of automation and custom fields.
- Provided ongoing support and troubleshooting to enhance user satisfaction and ensure seamless integration with existing systems.

### Line Cook/Prep Cook

#### Bon Appétit

📅 September 2023 - May 2024

📍 Walla Walla, WA

- Demonstrated adaptability by working across multiple kitchen stations and utilizing diverse cooking techniques.
- Ensured smooth operations and timely meal delivery by efficiently preparing ingredients during peak hours.
- Maintained high food quality and presentation, contributing to positive guest feedback and fostering effective teamwork.

### Stock Associate

#### Goodwill Industries of the Columbia

📅 August 2022 - November 2022

📍 College Place, WA

- Managed incoming merchandise by sorting, stocking, and maintaining inventory levels to ensure well-organized shelves.
- Collaborated with team members to create visually appealing displays while ensuring a clean and safe work environment.

### Loss Mitigation Specialist

#### Banner Bank

📅 January 2021 - March 2021

📍 Walla Walla, WA

- Provided customers with guidance on mortgage products and options to maintain home ownership, including loan workout solutions.
- Monitored loan pipelines and reached out to borrowers to discuss their current status and track progress.

### Direct Sales Representative

#### Spectrum

📅 March 2020 - September 2020

📍 Kennewick, WA

- Exceeded sales targets by promoting and selling Spectrum's products, achieving the highest sales in the team for July.
- Developed strong customer relationships, leading to increased satisfaction and repeat business.
- Conducted needs assessments to tailor solutions, enhancing conversion rates and customer engagement.

### Mobile Sales Expert

#### OSL Retail Services

📅 June 2019 - January 2020

📍 College Place, WA

- Engaged customers about mobile devices and plans, enhancing satisfaction through effective education on policies and restrictions.
- Streamlined operations by managing customer requests and inventory, improving efficiency in transactions.
- Promoted current promotions, driving increased sales and enhancing the overall shopping experience.

### Customer Service & Sales Associate

#### Walmart

📅 June 2016 - July 2017

📍 College Place, WA

- Assisted in remodeling efforts to create appealing product displays, enhancing customer engagement.
- Efficiently managed cash register operations, processing transactions accurately and quickly.
- Provided exceptional customer service by addressing inquiries and resolving issues, improving the overall shopping experience.
- Collaborated with team members to maintain a clean store environment and applied customer service training to foster positive relationships.

## CAREER OBJECTIVE

Self-taught and determined, I'm a junior-level Full Stack developer seeking an opportunity to grow with a team and continue to build my skills. I'm experienced in Ruby/Rails, and JavaScript. Passionate about learning and embracing new challenges. Strong communicator dedicated to sharing knowledge.

## EDUCATION

Undergraduate Studies

Computer Science

Washington State University

📅 2018 - 2019

High School Diploma

Walla Walla High School

📅 2014 - 2018

📍 Walla Walla, WA

## SKILLS

- Ruby
- Ruby on Rails
- JavaScript
- HTML
- CSS
- Tailwind
- RSpec
- Git
- CI/CD
- Neovim
- Docker
- Linux