

John-Alvin Ambalong

Full Stack Developer

EXPERIENCE

Columbia Basin Benefits — CRM Automation Specialist

SEPTEMBER 2024 - PRESENT

- Utilized and customized a CRM software, enhancing agency workflows by 30% through automation and tailored integrations.
- Managed 15+ custom fields, enhancing data management capabilities.
- Provided ongoing technical support, resolving 95% of platform-related issues within 24 hours, boosting system reliability.

Bon Appétit Management Company — Operations Team Lead

SEPTEMBER 2023 - MAY 2024

- Leveraged process optimization to increase workflow efficiency by 20%.
- Streamlined inventory management, reducing prep time by 25% through systematized organization techniques.
- Maintained high standards of quality, boosting customer satisfaction by 15% using data-driven feedback.

National Intercollegiate Rodeo Association — Data Management Coordinator

JULY 2021 - SEPTEMBER 2021

- Accurately maintained data for over 100 rodeo events using an internal database, ensuring 100% data integrity and accuracy.
- Optimized information processing workflows, contributing to a 25% increase in overall event management efficiency.
- Improved the efficiency of filing applications for over 100 rodeo events by 30%, ensuring timely submissions and adherence to organizational requirements.

Banner Bank — Mortgage Product Specialist

JANUARY 2021 - MARCH 2021

- Supported 150+ clients by guiding them through mortgage product options using data-driven insights.
- Monitored and optimized loan pipelines, ensuring timely updates for 95% of customers with proactive tracking systems.
- Increased client interaction efficiency by 25% by utilizing CRM tools to track customer inquiries and follow-ups, resulting in improved satisfaction ratings.

(Spectrum, OSL Retail Services, Walmart) — Sales Operations Associate

YEAR 2016 - YEAR 2020

- Promoted and sold products at Spectrum, recognized for the highest team sales in July, contributing to a 15% increase in revenue.
- Improved transaction efficiency by 30% at OSL Retail Services through effective management of customer requests and inventory.
- Delivered exceptional customer service by promptly addressing inquiries and resolving issues, leading to a 15% increase in customer satisfaction ratings.

PROJECTS

Portfolio Website — Bridgetown, Ruby, HTML, CSS, JavaScript

- Developed a personal portfolio using Bridgetown for static site generation.
- Managed content with Ruby and Markdown, ensuring dynamic generation.
- Created a responsive layout with HTML and CSS; implemented a JavaScript hamburger menu for mobile navigation.
- Used Git for version control and hosted the site on DigitalOcean.

Project Pounce — GDScript, Godot Engine

- In-development Celeste-like platformer built in Godot 4.2 using GDScript
- Developed a custom platformer physics system to enhance gameplay responsiveness.
- Designed and implemented level transitions for smooth player experience.
- Employed problem-solving and creative thinking to design engaging puzzles and mechanics.

Chess CLI — Ruby, RSpec

- Command-line chess game designed for one player against a computer.
- Enforces proper constraints by preventing illegal moves.
- Correctly declares check and checkmate situations.
- Emphasizes modular class design and single-responsibility methods.
- Utilizes object-oriented programming principles to enhance code maintainability.

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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, Hotwire** and **JavaScript**. Passionate about learning and embracing new challenges. Strong communicator dedicated to sharing knowledge.

EDUCATION

Washington State University

2018 - 2019

Undergraduate Studies

Computer Science (No Degree Completed)

SKILLS

Languages:

Ruby, Javascript, Lua, GDScript, HTML5, CSS3

Frameworks:

Ruby on Rails, Hotwire, React, Bootstrap, Tailwind

Testing:

RSpec, Test-Driven Development (TDD)

Deployment:

GitHub Actions, Heroku, DigitalOcean

Tools:

Git, Neovim, Docker, Photoshop, DaVinci Resolve

Technical Skills:

- SQL (PostgreSQL, SQLite)
- RESTful APIs
- Router and modem activation
- Mobile device support (iPhone and Android)
- Image editing and video production
- Basic networking concepts
- API integration and development
- Microsoft OS troubleshooting
- Linux development environment

Additional Skills:

- Advanced Git usage (rebasing, cherry-picking, resolving merge conflicts)
- Familiarity with GitHub workflows (issues, pull requests, code reviews)
- Adaptability and willingness to learn new technologies
- Problem-solving abilities
- Communication and collaboration skills
- Time management and prioritization
- Keeping up with industry trends and technologies