Ray Leon Luna

SKILLS
- Full-Stack Web Development (HTML, CSS, Javascript, Node.js)
- Fluent in Spanish and French
- Proficient in Microsoft Office: Excel, Outlook, PowerPoint, Word
- Experience with both Microsoft Windows and Mac OSX

EXPERIENCE

AllianceRx Walgreens Prime - Beaverton, Oregon   October 2017 - Present
Pharmacy Technician Front End
- Data entry for incoming prescriptions and patient demographics
- Contact doctor's offices to request clarifications and new prescriptions on behalf of patients
- Process across various categories and assist other departments in other pharmacy technician functions

Walgreens Specialty Pharmacy - Beaverton, Oregon   June 2016 - October 2017
Patient Care Coordinator
- Refill medication orders with patients by phone and address questions and concerns with relation to drug prescriptions, clinical services, billing inquiries, suggestions and complaints.
- Inbound and outbound calls to patients and doctor's offices regarding orders and other pharmacy services providing correct information or directing to the correct department

Epiq Systems - Beaverton, Oregon   June 2014 - April 2016
Contact Center Agent
- Provide information to potential claimants about class action lawsuit and bankruptcy claims
- Provide detailed instructions on claim filing and information about the associated legal proceedings
- Translate foreign language communications for others in the company from Spanish and French

Blasons de Bourgogne - Chablis, France   June 2013 - December 2013
Wine Export and Marketing Intern
- Primary responsibility was compiling and analyzing the firm's sales data and creating a report to be presented to the directors of the company
- Analyze competitor product pricing in various UK retail stores
- Analyze wine market trends by country primarily in Europe
- Assist in creating and translating promotional materials from French to English

Vesta Corporation - Portland, Oregon   November 2006 - May 2013
Revenue Assurance Lead
- Responsible for supervising a small team of five employees
- Assist employees with credit card verification procedures, company policies and customer escalations
- Monitor call queues to minimize hold times
- Verify customer payment information with financial institutions

Revenue Assurance Specialist   September 2004 - October 2006
- Assist customers by phone in completing credit card payments for various prepaid products
- Verify customer payment information with in house verification system and with financial institutions
- Locate and stop fraudulent payments in company database

Customer Service Representative   June 2004 - August 2004
- Enter new customers' information into company database
- Assist customers by phone in completing mobile phone payments by credit card or electronic check

Ray Leon Luna

EDUCATION

University of Oregon

Full-Stack Web Development   2020-2021
- HTML, CSS, Javascript, Node.js
- Bootstrap, jQuery, Git
- Project: MadLibz application using two APIs to generate a MadLibz story based on user input or random word

    Based on part of speech.

Portland State University   2010 - 2014

International Studies with Business Minor
- Relevant coursework: International business, accounting, marketing and IT systems for business.
- Senior capstone: Ecotourism development project in Northwest Argentina
- Created website and promotional materials for a group of young tour guides promoting rural and ecotourism in their town

Aloha High School   2000 – 2004

High School Diploma

Professional Licenses

Certified Pharmacy Technician   2018-Present

OBP License Number: CPT - 0012105