Ray Luna

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Full-stack web developer with a background in International Studies, foreign language and marketing. Recently earned Certificate in Full Stack Development from the University of Oregon where I honed skills to create useful human-centric web applications with an emphasis on ease of use and simple design.Big-picture thinker who can quickly recognize and learn patterns in language and quickly apply those concepts in the real world. Leveraged communication skills and passion for language into learning new coding skills that allow me to express myself creatively through code. Recently used these skills to create a social media messaging app using React.Js and Firebase. The app allows users to communicate with friends, family and new people.

Technical Skills

Languages: JavaScript ES6, CSS3, HTML5, SQL, NoSQL, Markdown
Applications: GitHub, Heroku, MongoDB, MySQL, Firebase
Tools: React.js, Node.js, Express.js, Handlebars, jQuery, Git, Bootstrap, Materialize, ESLint

Projects

Social Butterfly Messenger | Github: github.com/messenger-app-team/messenger-app | Project: messenger-app-rsl.herokuapp.com
- A messenger app for keeping in touch with friends and family and to meet new people. The public chat feature allows each user to communicate with other members of the community and make new friends.
- This was a four person group project. My role was to set up the initial React app folder structure, create the messenger component and implement the message window functionality using React.
- Technologies: HTML, CSS, Javascript, Bootstrap, Node, React, Firebase

RecipeBook | Github: github.com/kurtp23/recipe-book | Project: arcane-peak-55315.herokuapp.com
- A full-stack web application that allows the user to create an account and save a personal collection of recipes with a clean and easy to read design.
- This was a three person group project. My role was to implement the front-end design using Materialize, determine the app navigation structure, the print function, create Sequelize models and standardize the codebase with ESLint before deployment.
- Technologies: HTML, CSS, Javascript, Node, Express, Handlebars, ESLint, Sequelize ORM

MadLibz | Github: github.com/TeamMadLibz/MadLibz | Project: teammadlibz.github.io/MadLibz
- A game application that allows the user to create a funny story using user-entered words or randomly generated words based on part of speech.
- This was a four person group project. My role was to create the word entry page and to implement functionality to dynamically render the word input fields, word type and random word buttons using jQuery with stories based on an open-source MadLibz API.
- Technologies: HTML, CSS, Bulma, Javascript, jQuery, Google Fonts, Font Awesome, MadLibz API, Dictionary API

Experience

Pharmacy Technician Front-End   2017-Present
AllianceRx Walgreens Prime   Beaverton, Oregon
Electronic data entry for patient prescriptions, demographics and insurance information using ScriptMed software. Maintain attention to detail to avoid medication dispensing errors. Facilitate clear and professional communication with patient medical providers and company pharmacists to ensure accurate dispensing of medications.
Key Accomplishments:
- Successfully navigated the transition to work from home while maintaining company performance expectations by processing 150 drug lines daily.
- Member of a new patient team consisting of ten employees tasked with prioritizing new patient referrals and loading new patient insurance information ensuring timely medication delivery.

Patient Care Coordinator   2016-2017
Walgreens Specialty Pharmacy   Beaverton, Oregon
Maintain clear communication with patients by phone to address questions and concerns with prescription order status, clinical services, billing inquiries, suggestions and complaints. Maintain close attention to detail of patient conversations to ensure all call reporting procedures are followed and to avoid negative patient health outcomes.
Key Accomplishments:
• Obtained pharmacy technician certification from the Pharmacy Technician Certification Board exam through on-site training and classes.
• Go-to person for assisting team members with Spanish language calls and translations. Assisted with about ten bilingual calls daily.

Contact Center Agent   2014-2016
Epiq Systems   Beaverton, Oregon
Clearly and professionally deliver legal case information to potential lawsuit claimants by phone. Provide detailed instructions on claim filing and claim status. Identify claimant escalations and transfer to the appropriate department.
Key Accomplishments:
• Translated written communications for other company departments from Spanish and French to English.
• Facilitated communication with French-speaking claimants for the company for lawsuit claims filed in Quebec.

Wine Export and Marketing Intern   2013
Blasons de Bourgogne   Chablis, France
Compile company sales data in Excel. Facilitate clear communication with colleagues to ensure accurate reporting. Create and translate promotional materials in French and English. Learn about each product and each company brand by visiting company vineyards and production facilities throughout the Burgundy Region of France.
Key Accomplishments:
• Compiled and analyzed the firm's 2012 worldwide sales data using Microsoft Excel and created a report presented to the directors of the company at the end of the year. Worked with a team of nine colleagues marketing in France and internationally.
• Met with clients, discussed and promoted the product through on-site wine tastings and vineyard tours.
• Gained comprehensive knowledge of the wine-making process from both a technical and a business perspective while successfully communicating with colleagues in a fully French immersion environment.

Revenue Assurance Lead   2006-2013
Vesta Corporation   Portland, Oregon
Monitor call queues and reassign agents to minimize customer hold times using Avaya software. Assist employees with credit card verification procedures. Handle customer escalations professionally to find solutions to maintain customer satisfaction while following company identity verification procedures.
Key Accomplishments:
• Responsible for supervising a small group of five employees on the graveyard shift with little management supervision.
• Developed soft skills for leadership by successfully delegating tasks to employees to be completed and reporting what work was completed each night to management.

Education
Bootcamp Certificate: University of Oregon Coding Bootcamp, Portland, Oregon
A 24-week program in full stack web web development with training in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, Sequelize, MongoDB, MySQL, Command Line, Git and more.

Bachelor's Degree: International Studies: European Studies, Portland State University, Portland, Oregon
Interdisciplinary program with a focus on European language, culture, business and politics.
- Business Minor with relevant coursework in marketing and IT systems for business.
- Senior Capstone: Ecotourism development project in San Pedro de Colalao, Tucuman, Argentina. Created blog website and promotional materials for a group of young tour guides helping to promote rural and ecotourism in their region.