

Sarah Angelica Bustinera

Taguig, Ph | [LinkedIn](#) | [GitHub](#) | [Portfolio](#) | sarahbustinera24@gmail.com | 09235393276

TECHNICAL SKILLS

- **Proficient:** HTML, CSS, Ruby on Rails, Javascript, PostgreSQL, Git, Github, Postman
- **Familiar:** SCSS, Bootstrap, Tailwind, ReactJS, Axios, Render, Vercel

PROFESSIONAL EXPERIENCE

Tumbler Laundro Cafe Inc. | Taguig City

Admin Assistant

Jul 2024 – Dec 2025

- Managed weekly reports, improving team decision-making efficiency by 30%.
- Processed payroll for 70+ employees, reducing discrepancies.
- Encoded invoices and tracked payments, cutting processing time by 20%.
- Handled employee/employer reimbursements and benefits (SSS, Pag-IBIG, PhilHealth), ensuring Gov't. compliance and improving satisfaction.
- Regularly made bank deposits, ensuring accurate and up-to-date financial records.
- Monitored inventory and provided stock to staff, ensuring smooth operations.
- Coordinated the hiring process, recruiting new employees when necessary.

Intouch CX | Quezon City

Customer Support Specialist

Sep 2023 - Dec 2023

- Responding promptly to customer inquiries via chat and email, ensuring timely and efficient communication.
- Resolving issues and concerns for cosmetics product in a timely manner and with positive attitude ensuring customer satisfaction.

Concentrix CVG | Makati City

Workforce, Real Time Analyst

Nov 2022 - Feb 2023

- Managed and monitored chat, email, and call volumes as well as attendance, ensuring agents adhered to schedules and activities to meet service level and performance targets.
- Analyzed large datasets and created daily, weekly, and monthly internal reports using Microsoft Excel, Outlook, Zendesk, and Teams to track performance and identify areas for improvement.
- Collaborated with the operations team and leaders, analyzing workflows and generating service improvement ideas to enhance delivery processes.

Concentrix CVG | Makati City

Technical Support, Advisor I

Aug 2021 - Nov 2022

- Responded to and resolved customer queries promptly via chat and email using Zendesk, specifically addressing technical issues related to virtual reality devices and vr connection to computers.
- Identified customer needs by proactively asking questions and efficiently resolving technical issues using the knowledge base and specialized tools

PROJECT WORK

AI Meal Planning App | Backend Developer | [Repo](#)

2025

An AI-powered meal planning app that provides personalized meal plans based on user preferences, dietary restrictions, and health goals.

- **Developed the backend** API to manage user data, meal plans, and preferences using Ruby on Rails.
- **Implemented Devise-JWT authentication** for secure user login and session management.
- **Integrated Nutritionix -- a third-party API** to fetch recipe data and nutrition information.
- **Integrated OpenAI** for alternative meal suggestions, enhancing accuracy in dietary recommendations.
- **Used Postgresql to design and optimize the database schema** for meal tracking and user progress, ensuring smooth data management and scalability.
- **Collaborated with frontend and AI integration members** using Git for version control ensuring seamless integration and code collaboration across the project.

Stock Trading App Backend & Frontend Developer (Admin) Repo <i>A Ruby on Rails stock trading application that allows users to track stock prices in real-time, view market trends, and execute buy and sell trades.</i> <ul style="list-style-type: none"> ● Developed the backend for the admin panel, managing user accounts, transactions, and system data. ● Implemented administrative features for monitoring transactions, user activity, and managing platform settings. ● Designed and developed the frontend using Tailwind for the login, registration, authentication system, and admin interface, creating intuitive dashboards and ensuring a smooth and secure user experience. ● Ensured secure access and role-based permissions for admins using Devise for authentication and authorization. ● Collaborated with my team member to ensure seamless data flow and functionality across both backend and frontend. 	2025
Journal App Backend Developer Repo <i>A Ruby on Rails application that allows users to create and organize tasks based on different categories.</i> <ul style="list-style-type: none"> ● Created a feature that lets users organize their tasks through different categories using Rails Associations, enabling full CRUD functionality (Create, Read, Update, Delete) for task management. ● Utilized Devise gem to allow users to sign up, log in with their credentials, and sign out from the application. ● Enabled users to check their tasks for the day and all the tasks for future references. ● Tested requests and models using RSpec for effective development and CRUD validation. 	2025
Bank + Budget App Frontend Developer Repo Live <i>A React application that simulates a simple banking system with extended budgeting features for expense tracking.</i> <ul style="list-style-type: none"> ● Implemented deposits, withdrawals, and transfers with real-time balance updates. ● Built the UI using React and Bootstrap and integrated React-Toastify for instant success and error notifications. ● Added budgeting features for adding, listing, and deleting expenses. ● Included expense validation for negative balances. 	2025
Tic-Tac-Toe App Frontend Developer Repo Live <i>A React application that simulates a simple banking system with extended budgeting features for expense tracking.</i> <ul style="list-style-type: none"> ● Built the game board using a 2D array to manage the state of moves. ● Implemented move history with Previous/Next navigation and a reset function. ● Developed game logic entirely with JavaScript, without external libraries. 	2025
Real Estate Landing Page Frontend Developer Repo Live <i>A responsive product landing page for a real estate website built with semantic HTML and custom CSS.</i> <ul style="list-style-type: none"> ● Designed and structured the layout using HTML and CSS, ensuring clean and maintainable code. ● Implemented responsive sections with CSS media queries for property listings, features, and contact forms. ● Added basic interactivity with JS Bootstrap for navigation and UI enhancements. 	2025

EDUCATION

Full Stack Web Development, <i>Arion School</i> B.S. in Elementary Education, <i>Polytechnic University of the Philippines</i>	Feb 2025 – Sep 2025 Jun 2015 - May 2019
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