Contact

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Top Skills

Jira
UI/UX Implementation
Agile/Scrum Management

Frederick Luna

Full Stack Team Lead
Antipolo, Calabarzon, Philippines

Summary

Experienced System Supervisor with a demonstrated history of working in the leisure, travel & tourism industry. Skilled in Customer Relationship Management (CRM), Outsourcing, Team Management, Service Delivery, and Vendor Management. Computer/Web Development background using .net, PHP, Javascript, jQuery, HTML & CSS. Strong information technology professional with a Bachelor's Degree focused in Computer Science from Asian College of Science & Technology (ACSAT).

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Experience

Rythmos DB
Full Stack Team Lead
August 2024 - Present (1 year 1 month)
Quezon City, National Capital Region, Philippines

Led cross-functional development team in designing and maintaining scalable web applications. Spearheaded frontend and backend development initiatives, ensuring seamless system integration and optimal performance.

Team Leadership: Mentored frontend and backend developers, managed project timelines, and resolved technical roadblocks while collaborating with product managers, designers, and QA engineers

Frontend Excellence: Developed responsive, intuitive user interfaces using modern technologies while maintaining UI/UX best practices and accessibility standards

Backend Architecture: Implemented secure, scalable backend solutions with robust database management, API development, and server-side logic integration

Code Quality: Enforced coding standards, conducted comprehensive code reviews, and drove CI/CD pipeline adoption with automated testing frameworks

Innovation & Strategy: Evaluated emerging technologies and frameworks to enhance development efficiency, contributing to long-term architectural decisions and technology roadmaps

Media Meter Inc.
3 years 1 month

Front End Team Lead
December 2021 - August 2024 (2 years 9 months)
Quezon City, National Capital Region, Philippines

Led Frontend Development team in championing best software development practices and delivering scalable web applications. Managed full development lifecycle from analysis to maintenance while ensuring optimal performance and team productivity.

Team Leadership & Management: Provided strategic context to team members, tracked KPI metrics, and monitored sprint milestones while building professional relationships and fostering team development

Development Excellence: Championed best practices across all development phases including code analysis, development, database optimization, testing, and implementation

Code Quality & Standards: Built reusable code libraries, conducted thorough code reviews, ensured robust documentation, and maintained high standards for testable, efficient code

Technical Leadership: Ensured technical feasibility of UI/UX designs and optimized applications for maximum speed and scalability

Project Management: Delegated and organized tasks in Jira, performed coaching and mentoring, communicated progress to stakeholders, and prioritized urgent deliverables

Infrastructure Oversight: Maintained perpetual performance of assigned infrastructure components and ensured IT service availability including MMI software applications and database management

Crisis Management: Initiated appropriate responses in urgent situations, especially when client service delivery was at stake

Junior Front End Developer
August 2021 - December 2021 (5 months)
Quezon City, National Capital Region, Philippines

Adonis Travel & Tourism
IT Administrator
November 2019 - August 2020 (10 months)
Dubai, United Arab Emirates

The Vision Destination Management
Destination Supervisor - Online System
September 2014 - October 2019 (5 years 2 months)
Airport Road, Deira Dubai

Main Responsibilities:
- Responsible in updating rates, promotions of product and services in accuracy on timely and organized manner ensuring online system is up to date.
- Assisting in contracting hotels and ground supplier to obtain competitive conditions
- Setting up new user accounts and profiles for agents, internal user and supplier user.
- Overall liaising, reporting errors with online provider to ensure online system is running smoothly.
- Attend necessary trainings with The vision online provider
- Supporting the roll-out of new applications introduced by the online provider to The Vision team.
- Evaluating user needs and provides technical support.
- Conduct online training to the team and virtual training to all new clients.
- Responsible in training hotel teams to load their rates directly on the system (Intranet)
- Establish good relationship with online clientele, provider, and supplier. 2
- Assisting the team on the basic IT matters (basic technical PC hardware or software ensuring smooth running of system.
- Monitoring and ensure reservation team to process booking online receives in the system.
- Technically in charge in updating, enhancing and providing development support of The Vision websites & social media.

- Attend hotel visits for product knowledge
- Follow Company guidelines and regularly report to the Chairman & Board.

Administrative:
- Have a regular interoffice communication flow/ be a team player
- Prepares and present a variety status report to management related to online portal and propose possible suggestions that may effectively prevent unnecessary disruption on the system technology.
- Coordinate with Account department to ensure any rendered service/invoice raised is paid & settled for the online booking made.
- Attend daily briefing
- Performs other related works as required.

Illusions Online FZ LLC
Client Service Executive
April 2011 - August 2014 (3 years 5 months)
Dubai Media City, Dubai UAE

Duties & Responsibilities:
- Ensure the clients have smooth and optimum usage of the system.
- Research and obtain resolution of a variety of customer issues relating to product.
- Carry out the manpower gap analysis and raise the recruitment requisitions.
- Quickly identify and rectify any reported issues.
- Resolve LEVEL 1 product or service issues by clarifying the customer's complaint; determining the cause of an issue; selecting and explaining the best solution to solve an issue; expediting correction or adjustment; following up to ensure resolution.
- Coordinate and handle inquiries from clients and their representatives (agents).
- Coordinate with finance department and follow up on payments dues by the client.
- Maintain customer records by updating account information.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Seek to increase profit margin as and when possible.
- Raise sales orders and generate purchase orders by all available means.
- Maintain and develop good relationships with clients.
- Be proactive in accessing the situation and act accordingly.

- Achieve individual and contractual goals.

- Provide operational support for any client issues once booking is done

Kurban Tours Travel & Tourism
System & Data Administrator
February 2009 - March 2011 (2 years 2 months)
Dubai

Manage Hotel Contracts & Online Booking System

OTTO SHOES
Software Programmer
August 2006 - December 2008 (2 years 5 months)
Antipolo City, Philippines

Developed Warehouse Monitoring System.

Preparing and Consolidating Sales Report Analysis per branch.

Maintaining and Troubleshooting of system.

Provide User Training in using the system.

Visiting branches for deploying system and maintenance.

Education

Asian College, Quezon City
Bachelor's Degree, Computer Science