Ronnel Abrigo

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LinkedIn: www.linkedin.com/in/ronnel-abrigo | GitHub: https://github.com/rabrigo
Portfolio: https://rabrigo.github.io/portfolio

Software Engineer with a background in technical support and a Bachelor's degree in Psychology. Provided technical support for two years and clerical support for four years. Recently obtained a Full Stack Development Certificate at the University of Washington's Coding Boot Camp.

Technical Skills

Frontend: HTML5, CSS, Javascript, jQuery, Bootstrap, MaterializeUI
Backend: MySQL, MongoDB, Express, ReactJS, Node, Handlebars

Projects

Browser Party Frontend Designer
https://github.com/kingnolds/Browser-Party | https://browser-party.herokuapp.com

- Online application that allows users to create or join a lobby and compete with other players in up to 3 mini games.
- Created dynamic pages by routing components and passing props with React.js, using CSS animations, and using stylized colors and images. Created game lobby chat with Socket.IO.
- React.js, Socket.IO, Adobe Photoshop

Ponder Full Stack Developer
https://github.com/Chrisle206/ponder | https://pacific-ravine-12135.herokuapp.com

- Social media platform that allows users to post anonymously, upvote, downvote, and respond to posts.
- Created templates to render 3 most recent posts. Used JavaScript to connect modular routes to front end components and MongoDB to link users to posts.
- Node, Handlebars, Bootstrap, MongoDB

Furiendr Search Page Designer
https://github.com/mweyer/First-Group-Project | https://mweyer.github.io/First-Group-Project

- Pet adoption website using Rescue API to search locally for rescue cats and dogs.
- Studied API documentation to apply filters to fetch requests to allow attributes for searches. Used jQuery to obtain input field values to pass into backend requests.
- HTML5, CSS, Javascript, jQuery, MaterializeUI

Relevant Work Experience

Apple   November 2019 - November 2021
Technical Specialist   Tacoma, WA
- Troubleshooted hardware and software issues with customer devices.
- Adhered to protocol and training when completing repairs.

- Received above 85% ratings during Q3 and Q4 2021 by providing excellent customer service during appointments.

Order Support Specialist   Remote
- Resolved shipping investigations and delivery disputes for customers' online orders.
- Communicated with stores, customers, couriers, and distribution centers when actioning delivery issues.
- Achieved above 90% in resolution rates during Q2 2021 by documenting and integrating resources into task completion.

Specialist   Burlingame, CA
- Provided expertise regarding Apple products and services specific to customer needs.
- Created, populated, and checked in customers for appointments.
- Performed Apple device trade-ins, phone activations, and payment plan enrollment.

Additional Work Experience

Stanford Health Care   November 2016 - November 2017
Patient Access Representative   Emeryville, CA
- Demonstrated excellent customer service while registering diverse patients.
- Verified active medical coverage and authorizations for visits.
- Created reports to monitor patient volume, collections, and workflow issues.

Zuckerberg San Francisco General Hospital   October 2013 - October 2016
Eligibility Worker   San Francisco, CA
- Interviewed patients in strict compliance with patient privacy policies.
- Completed time sensitive cases in a fast paced working environment.
- Initiated patient transfers between medical facilities.

Education

University of Washington Coding Boot Camp, Remote,   March 2022
Full Stack Web Development Certificate

University of Washington, Seattle, WA   December 2012
Bachelor of Arts in Psychology