

Ralph Cristofer Patricio Fugaban

Software Developer | Information Technology | System and Network Administration | Quality Assurance
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Recent software engineering graduate with diverse experience in IT, including software development, system and network administration, and quality assurance. Skilled in developing and managing technical solutions, able to excel in team settings and work effectively under pressure, with a strong commitment to continuous learning.

SKILLS

- **Web Development:** HTML, CSS, JavaScript, MERN Stack, API Integration
- **Programming:** Java, C#, Python
- **Databases:** Oracle SQL, MySQL, PL/SQL, MongoDB; experienced with UML Diagramming
- **Networking:** Windows Server AD, GPOs, DNS, DHCP, WDS, NAT, Routing, IP Addressing, and File Management
- **Tools:** Proficient in Microsoft Office, Hyper-V, VirtualBox, VMware, Linux Bash Scripting, Jira, Adobe Suite, WordPress, MailChimp, GitHub, Visual Studio, Jupyter, MongoDB Compass, Playwright

EXPERIENCE

Contract Computer Teacher, Pearson Electrotechnology Centre, Montréal, Québec **Nov 2020 - Sep 2023**

- Led practical programming labs in Python and Bash and delivered instruction on Windows Server management.
- Developed and implemented engaging lesson plans that led to a 95% student success rate through effective teaching and curriculum development.

IT Support Technician, Atwater Library and Computer Centre, Montréal, Québec **Nov 2018 - Jul 2021**

- Enhanced user experience and operational efficiency by updating the computer rental management system using HTML, CSS, JavaScript, and PHP.
- Maintained and managed computer systems and network infrastructure including AD, DNS, DHCP, and RDP.

Quality Assurance Tester, Keywords Studios, Montréal, Québec **May 2017 - Oct 2018**

- Enhanced software quality by leading test execution and feedback cycles which reduced bug resolution times by 75% through effective use of Jira and Confluence.
- Actively contributed to QA processes by providing positive and constructive feedback that improved software quality.

EDUCATION

Software Engineering - Ontario College Diploma | Centennial College, Toronto, Canada **Jan 2023 - Apr 2024**

- Learned programming languages including Java, C#, and Python, focusing on developing robust software applications and integrating APIs using modern frameworks like the MERN stack.
- Gained experience in database management with Oracle SQL that enhanced data-driven application development and implementing advanced SQL queries and procedures.

Computer Science Technology - CEGEP | Champlain College, Saint-Lambert, Québec **Oct 2019 - Jul 2020**

- Developed skills in Python and SQL Lite, applying these technologies to enhance database management and back-end development projects.
- Applied Python in network management settings to create scripts to automate and optimize network configurations.

Computer Support and Networks - DEP | Lester B. Pearson School Board, Verdun, Québec **Sep 2017 - Feb 2019**

- Developed web development skills in HTML, CSS, Flexbox, Bootstrap, and WordPress, creating functional and responsive websites.
- Acquired foundational IT skills, including hardware and software installation, system troubleshooting, management of Windows Server environments and virtual machines.