RALPH CHRISTIAN ORTIZ

SOFTWARE ENGINEER

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EDUCATIONAL BACKGROUND

BS Computer Engineering, Adamson University (AdU) — Manila, Philippines

Jun 2014 — Feb 2021

TECHNICAL SKILLS & TOOLS

Languages & Build Tools

- JavaScript (ES6+), **TypeScript**
- HTML5, CSS3 / SCSS
- NPM, Yarn
- Webpack, Vite
- ESLint + Prettier

Testing & Debugging

- Jest, Cypress
- Postman, Insomnia

DevOps & CI/CD

- Git
- GitHub, GitLab, Bitbucket
- GitHub Actions
- Docker
- **AWS**
- Heroku, Vercel, Netlify

CMS & Platforms

- Shopify, Wordpress
- Sanity, Contentful, Airtable

Frontend Frameworks & Libraries

- React, Vue
- Next.js, Remix, Gatsby
- Tailwind, Bulma, Daisy UI, Emotion
- Zustand, React Query
- React Hook Form / Formik
- Zod / Yup

Automation & AI Tools

- Make (Integromat), Zapier, n8n
- GitHub Copilot, Cursor, ChatGPT

Backend & Databases

- Node.is, Nest.is
- Express, Fastify
- GraphQL, Prisma
- MongoDB, MySQL

Design Tools

- Figma, Adobe XD
- Canva

PROFESSIONAL SKILLS & PRACTICES

Project Management Tools

- Jira, Trello, Asana Managed sprint tasks, tracked progress, and handled backlog refinement.
- Notion, Confluence Documented technical workflows, release notes, and project requirements.

Methodologies & Practices

Agile, Scrum, Sprint & Retros - Participated in daily standups, retrospectives, and sprint planning with crossfunctional teams.

Collaboration & Communication Workflow & Documentation

Slack, Microsoft Teams, Google Workspace — Coordinated with offshore teams and stakeholders.

- Wireframing, Prototyping Created early-stage design flows to validate concepts before coding.
- Versioned Documentation Maintained structured, up-todate documentation for dev teams.

WORK EXPERIENCE

Software Developer (React) — GMA New Media Inc.

Sep 2023 — Present

- Built an MVP Shopify plugin and backend API for Grab Express integration, supporting same-day delivery coverage across 100+ Metro Manila locations and reducing estimated delivery scheduling time by 80% during pilot testing.
- Enhanced 3 existing Shopify websites and developed 6+ custom features, including OSCO integration to streamline inventory synchronization across multiple marketplaces (Shopee, Lazada, Shopify).
- Provided deployment assistance for a multi-connected system architecture consisting of web frontend, backend API, and admin CMS across 24 Avala malls servers.
- Built a CMS boilerplate system with 12 modular front-end components, streamlining website creation and reducing development time using React and Node.js.

Software Developer (React) — MG Health Solutions Inc. (MedGrocer)

Jan 2023 — Aug 2023

- Maintained and developed system features for online pharmacy platforms and clinic management services across 4 client accounts.
- Successfully resolved over 150+ reported system bugs leading to improved core functionality and better user experience.
- Rebuilt a website with Next.js, Airtable CMS, GraphQL, and a custom component library, boosting site performance (45% faster load times) and increasing organic traffic by 25% through improved accessibility compliance (WCAG 2.1 AA).

Functional Consultant (SAP) — DXC Technology (Philippines)

- Resolved over 200 critical SAP batch job issues, reducing system downtime and ensuring uninterrupted business operations for global clients.
- Regularly monitored automation scripts and SAP scheduled background jobs, achieving 90% improved efficiency and ensuring early detection of issues before business-wide impact.
- Documented 15+ critical entries in the team's runbooks, reducing average troubleshooting time by 40% and enabling faster resolution of recurring production issues.

PROECTS

Portfolio v2 — Personal website rebuilt with a modern tech stack for better maintainability.

May 2024

- Integrated Firebase Firestore as a cloud CMS to enable dynamic updates to portfolio content (projects, experiences), reducing manual updates and improving site maintainability.
- Configured structured Firestore collections and integrated them into a Next.js frontend, enabling real-time content rendering.

Immortal GG — Real-time player leaderboard and stats tracker for Dota 2.

Dec 2024

Used GraphQL to efficiently fetch and structure large datasets, improving load times and data rendering.

CERTIFICATIONS

- AWS Certified Cloud Practitioner · Amazon Web Services
- AWS Certified Developer Associate · Amazon Web Services
- **Liquid Storefronts for Theme Developers** · Shopify

Nov 2024

May 2025

July 2025