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RUBEN GALLEGUILLOS

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Web Developer

CONTACT

📞 443.462.2602

✉️ rhgcodes@gmail.com

🖥️ github.com/rhgcodes

🌐 rhgcodes.github.io

in linkedin/rhgcodes

SKILLS

PROFESSIONAL

- Project Management
- Team Leadership
- Budgeting/Planning
- Quality Control
- Solution Driven
- Business Development
- Customer Service

TECHNICAL

- HTML5 + CSS3
- Bootstrap
- JS & jQuery
- Node.JS
- MySQL
- Git
- Firebase
- Agile

PROFILE

Accomplished and result-oriented developer with a proven record of analyzing complex issues, developing solutions to support business objectives, and attention to detail. I started learning code part-time as a hobby a year ago. Today this is a full-time interest and I'm creating websites using both front and back end technologies.

EDUCATION

2018 – 2019
University of Pennsylvania
Full Stack Web Development
Philadelphia, PA

2013 – 2015
Harrisburg Area Community College
Business Administration
Harrisburg, PA

2018 – 2019
Universidad del Pacífico
Economics
Lima, Peru

EXPERIENCE

Servicemember Benefit Liaison   Military Team Supervisor

Pennsylvania Higher Education Assistance Agency | 06/2016 – 08/2018

- Responsible for reviewing high-profile processes, internal policies, and procedures while initiating changes to ensure compliance and/or improvement in business processes through the development and execution of special projects.
- Developed and managed a high-performance team of 40 representatives that may respond to anyone of the following, lenders, administrators, and/or customer inquiries; both verbal and in writing.
- Create, assign and track individual, team and department goals in order to maximize performance levels.

Team Lead

Pennsylvania Higher Education Assistance Agency | 01/2016 – 06/2016

- Act as a role model to promote success in all aspects of team and individual performance.
- Responsible for work delegation, training, and/or quality assurance of team members.

R / G

SKILLS

PERSONAL

- Bilingual
- Time Management
- Creative
- Fast Learner
- Dedicated

INTERESTS

Android & iOS Dev

Databases

Startups

Back-End Dev

Architecture

Customer Service Representative/Processor

Pennsylvania Higher Education Assistance Agency | 05/2010 – 01/2016

- Direct collaboration with management to address and resolve highly complex issues with an account or group of accounts within expected deadline.
- Provided detailed disposition of loan activity to customers, supervisors, and auditors.
- Recommended changes in development, maintenance, and system standards to the management team.
- Processed documents while maintaining above expectation quality and productivity levels.

Business Analyst/Content Creator

Perusmart.com | 08/2013 – 03/2017

- Spearheaded an organization restructuring program within the agency in order to streamline processes and increase revenue by 300% in 6 months.
- Strategical use of CSM systems (WordPress) combined with interpretation of Google Analytics to increase traffic to the website by 200%, ad revenue, and sponsorship contract with major telecommunication companies in Peru.
- Provided crisis management and foreshadowed potential problems to eliminate them before they occurred.

Jonestown Bank & Trust Co.

Senior CSR | 2007 – 2010

- Assisted branch manager with the loan origination process and application review.
- Provided personalized feedback to complaints and general inquiries to both; business and individual customers.