

John Alvin Ambalong

Junior Full Stack Developer | Operations & CRM Specialist

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EXPERIENCE

Columbia Basin Benefits — Administrative Assistant

SEPTEMBER 2024 - PRESENT

- Created and managed automated workflows in Agent-CRM, streamlining internal processes and improving team efficiency by 20%.
- Organized and scheduled client communications through email nurturing campaigns, ensuring timely follow-ups and enhanced client engagement.
- Developed and maintained website funnels, supporting lead generation and improving the overall operational efficiency of the agency's digital marketing efforts.

Bon Appétit Management Company — Operations Team Lead

SEPTEMBER 2023 - MAY 2024

- Led grill station operations, managing food prep, cooking, and plating to ensure timely service during high-volume hours, improving efficiency by 25%.
- Oversaw prep for global station, rotisserie, and salad bar, ensuring all ingredients were prepared and organized, streamlining service and reducing prep time.
- Trained and mentored kitchen staff, fostering teamwork and ensuring adherence to high food safety standards and quality control.

National Intercollegiate Rodeo Association — Data Entry Assistant

JULY 2021 - SEPTEMBER 2021

- Processed and entered over 100 membership applications per week, ensuring 100% accuracy in data entry and timely updates.
- Organized and filed 500+ member documents, reducing document retrieval time by 30% with a streamlined filing system.
- Managed and sent out 200+ pieces of membership-related mail monthly, ensuring 100% on-time delivery and improving communication efficiency.

Banner Bank — Loss Mitigation Specialist

JANUARY 2021 - MARCH 2021

- Identified solutions to reduce foreclosure risk, helping clients keep their homes and strengthening borrower retention.
- Maintained 95% accuracy in client documentation and timely updates, ensuring regulatory compliance and transparency.
- Guided over 150 clients with clear, personalized mortgage support, building trust and promoting independent online banking.

(Spectrum, OSL Retail Services, Walmart) — Sales Operations Associate

YEAR 2016 - YEAR 2020

- Promoted and sold products at Spectrum, recognized for the highest team sales during summer, contributing to a 15% increase in revenue.
- Improved transaction efficiency by 30% at OSL Retail Services through effective management of customer requests and inventory.
- Delivered exceptional customer service by promptly addressing inquiries and resolving issues, leading to a 15% increase in customer satisfaction ratings.

PROJECTS

Portfolio Website — Bridgetown, Ruby, HTML, CSS, JavaScript

- Developed a personal portfolio using Bridgetown for static site generation.
- Managed content with Ruby and Markdown, ensuring dynamic generation.
- Created a responsive layout with HTML and CSS; implemented a JavaScript hamburger menu for mobile navigation.
- Used Git for version control and hosted the site on DigitalOcean.

Project Pounce — GDScript, Godot Engine

- In-development Celeste-like platformer built in Godot 4.2 using GDScript
- Developed a custom platformer physics system to enhance gameplay responsiveness.
- Designed and implemented level transitions for smooth player experience.
- Employed problem-solving and creative thinking to design engaging puzzles and mechanics.

Chess CLI — Ruby, RSpec

- Command-line chess game designed for one player against a computer.
- Enforces proper constraints by preventing illegal moves.
- Correctly declares check and checkmate situations.
- Emphasizes modular class design and single-responsibility methods.
- Utilizes object-oriented programming principles to enhance code maintainability.

CAREER OBJECTIVE

Motivated junior full-stack developer with experience in Ruby/Rails, Hotwire, JavaScript, and CRM automation. Passionate about streamlining workflows and enhancing client experiences. Self-taught, eager to grow, and thrive in collaborative teams. Strong communicator and problem-solver with a passion for game development.

EDUCATION

Washington State University

2018 - 2019

Undergraduate Studies
Computer Science (No Degree Completed)

Self-Taught Developer

2022 - PRESENT

Courses in Full Stack Development with Ruby on Rails and JavaScript

SKILLS

Languages:

Ruby, JavaScript, Lua, GDScript, HTML5, CSS3, SQL

Frameworks and Tools:

Ruby on Rails, Hotwire, Bootstrap, Tailwind CSS, PostgreSQL, Docker, Kubernetes, Git, GitHub, Neovim, Photoshop, DaVinci Resolve

Testing:

RSpec, Test-Driven Development (TDD)

Deployment:

GitHub Actions, Heroku, Kamal, Dokku, DigitalOcean

CRM and Automation:

Agent-CRM (customized for internal workflows, client communications, and automation)

Technical Support and Troubleshooting:

- CRM workflow optimization
- Mobile device support (iPhone/Android)
- Operational tool maintenance
- Basic networking and router/modem activation

Client Engagement and Communication:

- Data-driven client assessments and outreach
- Content and funnel management for lead generation
- CRM integration for communication and task management

Technical Skills:

- SQL (PostgreSQL, SQLite)
- RESTful APIs
- Image editing and video production
- Microsoft OS and Linux troubleshooting
- API integration and development

Additional Skills:

- Advanced Git (rebasing, cherry-picking, merge conflicts)
- GitHub workflows (issues, pull requests, reviews)
- Adaptability and quick learner
- Strong problem-solving and collaboration skills
- Time management and prioritization
- Industry trend awareness