

Ralph Christian Ortiz

Paranaque City | +639166184116 | ralphchristian.ortiz@gmail.com

Github: <https://github.com/rcortiz> | **Portfolio:** <https://rcortiz-v2.vercel.app/>

SKILLS

- **Styling & UI Components:** Bulma, Shaden UI, Material UI, Tailwind CSS
- **Frameworks & Libraries:** React.js, Gatsby.js, Next.js
- **Backend Development:** Node.js, Express.js, Adonis.js
- **Version Control and Collaboration:** Git, GitHub, Gitlab, Bitbucket
- **Database Management:** MySQL, PostgreSQL
- **API Design & Testing:** Rest API, Insomnia / Postman

WORK EXPERIENCE

Software Engineer – GMA New Media Inc.

Sep 2023 – Present

Next.js, Vue.js, Express.js, Adonis.js, MySQL, Tailwind CSS, Shopify

- Led the maintenance and enhancement of client websites, consistently delivering innovative solutions and integrating client-requested features to improve user engagement and functionality
- Spearheaded the production deployment process for Sureseats cinema branch servers, ensuring uninterrupted service and seamless integration across APIs, front-end platforms, and CMS systems
- Provided technical support during client UAT phases and deployment cycles, achieving rapid resolution of critical issues to ensure timely launches

Projects:

- Ayala Malls: Sureseats Website
- SM Malls: Toy Kingdom Website
- SM Malls: Crate & Barrel Website
- SM Malls: Pet Express Website

Software Engineer – MG Solutions Inc.

Jan 2023 – Aug 2023

Gatsby.js, Bulma, Tailwind CSS, GraphQL, Make Automations, Airtable, Appscript

- Maintained and developed four client-facing ePharmacy applications and one internal backend system, achieving 99.9% uptime and exceptional user satisfaction rates
- Eliminated over 50 reported bugs within three months on assigned ePharmacy sites, improving website core functionality and user usage satisfaction
- Contributed to a ground-up website rebuild using Next.js, Tailwind CSS, and an in-house component library, achieving a 30% performance boost and improved accessibility standards

Projects:

- Foundever Epharmacy Website
- Maxicare Epharmacy Website
- Accenture Epharmacy Website

SAP Consultant – DXC Technology

Jul 2021 – Dec 2022

SAP GUI, Tidal Automations, ServiceNow

- Resolved over 200 critical SAP batch job issues, reducing downtime and ensuring uninterrupted business operations for global clients
- Collaborated effectively with international teams to address complex system issues, meeting tight deadlines and enhancing cross-functional collaboration
- Improved automation processes for scheduling and monitoring SAP jobs, reducing manual intervention by 20%
- Conducted two comprehensive knowledge transfer sessions, streamlining onboarding for new team members and boosting overall team productivity
- Contributed multiple critical entries in the team's runbooks, providing clear solutions for major issues and enhancing troubleshooting efficiency

EDUCATIONAL BACKGROUND

Adamson University

900 San Marcelino St. Ermita, Manila City

- *Bachelor of Science in Computer Engineering (2021)*