Ralph Christian Ortiz

`Software Developer`

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WORK EXPERIENCE

Jun 2020 – Aug 2020

Knowledge Channel Foundation Inc.
Android Developer Intern

- Developing and maintaining Android applications using Java or Kotlin, as well as utilizing Android SDK tools such as Android Studio
- Designing and developing APIs to support mobile and web applications
- Collaborating with designers and other developers to create new features and improve existing ones

Jul 2021 – Dec 2022

DXC Technology Inc.
Operational Control Center L2 Support

- Proactively monitored SAP Background jobs, identifying and addressing minor issues to ensure uninterrupted business operations
- Resolved tickets related to job failures, inquiries/requests, troubleshooting, and program maintenance through a dashboard, maintaining a high level of customer satisfaction

Key Accomplishments:
- Earned 2 SAP certifications
- Conducted multiple knowledge transfer (KT) sessions and onboarding for new hires
- Closed 1754 tickets successfully
- Resolved 2 major issues
- Developed and submitted 30 investigation runbooks

Jan 2023 – Present

MG Health Solutions Inc.
Software Developer

- Participating in the entire software development lifecycle, including analysis, design, test, and delivery
- Developing and maintaining web applications using a wide range of languages and technologies, including front-end development using React JS, Gatsby JS, Bulma and Tailwind CSS as well as back-end development using Node.js and Firebase

Key Accomplishments:
- Developed and maintained 5 web applications throughout the software development lifecycle

EDUCATION

Feb 2021

Adamson University
Ermita, Manila
- Bachelor of Science in Computer Engineering

SKILLS

- **Programming Languages:** Javascript, HTML, CSS
- **Frameworks and Libraries:** ReactJS, NextJS, Tailwind CSS, Bulma, Styled Components
- **Tools and Applications:** VS Code, Figma, Adobe Photoshop, Adobe Illustrator, GitHub
- **Certifications:** SAP Certified Application Associate - SAP S/4HANA Sales 1909, SAP Certified Associate - Design Thinking
- **Interests:** Web Development, Web Design, Programming, UI/UX Design