

Ray Luna

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Web developer with a background in healthcare, marketing, and foreign language. Passionate about front-end development with React.js. Earned a Certificate in Full-Stack Development from the University of Oregon where I honed my skills to create human-centric web applications with an emphasis on ease of use and intuitive design. Most recently worked for a startup to develop an application that allows users to improve their verbal communication skills through various speech metrics and personality insights.

Technical Skills

Languages: JavaScript ES6, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, Heroku, MongoDB, MySQL, Firebase

Tools: React.js, Node.js, Express.js, Handlebars, jQuery, Git, Bootstrap, Jest, REST APIs

Projects

Audirie.com Pitch | Github: github.com/audirie | Project: audirie.com/pitch

- A web application that allows a user to record an elevator pitch. The app will provide feedback in the form of various speech metrics and insights such as tone, filler words, confidence, and empathy.
- Worked closely with leadership, UI/UX designers, and data scientists to develop the frontend of the application by translating Figma designs into React.js code.
- Worked extensively with the Recharts API to create visual representations of the user's speech data.
- Used debugging and problem-solving skills to fix errors and identify areas for improvement to the user experience.
- Technologies: HTML, CSS, Javascript, React.js, Bootstrap, Recharts, Figma

Recipe Book | Github: github.com/kurtp23/recipe-book | Project: arcane-peak-55315.herokuapp.com

- A full-stack web application that allows the user to create an account and save a personal collection of recipes.
- Worked closely in a team of three developers to brainstorm, implement and debug application features.
- Created the front-end features and design of the application with JavaScript and Materialize (similar to Bootstrap).
- Tested and improved code performance, SEO, and accessibility with Google Chrome Lighthouse dev tools.
- Technologies: HTML, CSS, Javascript, Node.js, Express.js, Handlebars, SQL, Heroku

MadLibz | Github: github.com/TeamMadLibz/MadLibz | Project: teammadlibz.github.io/MadLibz

- A game application that allows the user to create a funny story using words based on parts of speech.
- This was a four-person team project. My role was to create the word entry page and to implement functionality to dynamically render the word input fields, word type, and random word buttons.
- Incorporated two open-source APIs to generate the Madlibz stories and to implement the random word feature.
- Technologies: HTML, CSS, Bulma, Javascript, jQuery, Google Fonts, Font Awesome

Experience

Web Developer

Sep 2021- Present

Audirie.com

Portland, Oregon

Build front-end application features and user interfaces enabling a seamless user experience. Collaborate with a team of developers, UI/UX designers, data scientists, and leadership to brainstorm feature ideas, troubleshoot bugs, and bring website designs to life. Roll out new features in two-week sprints using the agile methodology. Use debugging skills to fix code and identify areas for improvement to enhance the user experience.

Key Accomplishments:

- Played an integral role in launching a new product called Pitch. This product uses a voice-recognition algorithm to provide feedback on the user's speech with various speech metrics and personality insights.
- Developed reusable code which allowed for quick deployment of new features.
- Gained experience in communicating with a diverse group of developers at a fast-paced startup while simultaneously having the ability to work independently to resolve problems.
- Successfully met sprint deadlines ensuring timely delivery of new features and allowing for fast-paced growth of the business.

Pharmacy Technician Front-End

AllianceRx Walgreens Prime

Oct 2017- Sep 2021

Beaverton, Oregon

Process incoming electronic specialty medication prescriptions, patient demographics, and insurance information. Maintain attention to detail to avoid medication dispensing errors. Facilitate clear and professional communication with patient medical providers and staff pharmacists to ensure accurate dispensing of medications.

Key Accomplishments:

- Member of a new patient team consisting of ten employees tasked with prioritizing new patient referrals and loading new patient insurance information ensuring timely medication delivery to new patients.

Patient Care Coordinator

Walgreens Specialty Pharmacy

Jun 2016 - Sep 2017

Beaverton, Oregon

Maintain clear communication with patients by phone to address questions and concerns with prescription order status, clinical services, billing inquiries, suggestions, and complaints. Maintain close attention to detail of patient conversations to ensure all call reporting procedures are followed and to avoid negative patient health outcomes.

Key Accomplishments:

- Obtained pharmacy technician certification from the Pharmacy Technician Certification Board through on-site training.
- Became the go-to coordinator to assist Spanish-speaking patients to refill prescriptions by phone.

Contact Center Agent

Epiq Systems

Jun 2014 - May 2016

Beaverton, Oregon

Professionally deliver legal case information to potential lawsuit claimants by phone. Provide detailed instructions on claim filing procedures and claim status. Identify claimant escalations and refer to the appropriate department.

Key Accomplishments:

- Translated written communications for other company departments from Spanish and French to English.
- Facilitated communication with French-speaking claimants for class-action lawsuit claims filed in Quebec.

Wine Export and Marketing Intern

Blasons de Bourgogne

Mar 2013 - Dec 2013

Chablis, France

Compile company sales data presented to the company directors at the end of the year. Facilitate communication with colleagues to ensure accurate transaction reporting. Create and translate promotional materials in French and English.

Key Accomplishments:

- Worked with a team of nine colleagues to bring various wine products to market in France and internationally.
- Successfully communicated with a diverse group of clients and colleagues in a fully French immersion environment.

Revenue Assurance Lead

Vesta Corporation

Jun 2006 - Feb 2013

Portland, Oregon

Monitor call queues and reassign agents to minimize customer hold times using Avaya software. Ensure risk prevention by investigating suspicious transactions with customer financial institutions. Assist employees with credit card verification procedures.

Key Accomplishments:

- Responsible for supervising a small team of five employees on the graveyard shift with little management supervision.

Education**Bootcamp Certificate:** University of Oregon Coding Bootcamp, Portland, Oregon

A 24-week program in full-stack web development with training in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, Sequelize, MongoDB, MySQL, Command Line, Git, and more.

Bachelor's Degree: International Studies: European Studies, Portland State University, Portland, Oregon

An interdisciplinary program with a focus on European language, culture, business, and politics.

- Business Minor with relevant coursework in marketing and IT systems for business.
- Senior Capstone: Ecotourism development project in San Pedro de Colalao, Tucuman, Argentina. Created blog website and promotional materials for a team of young tour guides helping to promote rural and ecotourism in their region.