

RALPH CHRISTIAN ORTIZ

SOFTWARE ENGINEER

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EDUCATIONAL BACKGROUND

BS Computer Engineering, Adamson University (AdU) — *Manila, Philippines*
Jun 2014 — Feb 2021

TECHNICAL SKILLS & TOOLS

Languages & Build Tools <ul style="list-style-type: none">JavaScript (ES6+), TypeScriptHTML5, CSS3 / SCSSNPM, YarnWebpack, ViteESLint + Prettier	DevOps & CI/CD <ul style="list-style-type: none">GitGitHub, GitLab, BitbucketGitHub ActionsDockerAWSHeroku, Vercel, Netlify	Frontend Frameworks & Libraries <ul style="list-style-type: none">React, VueNext.js, Remix, GatsbyTailwind, Bulma, Daisy UI, EmotionZustand, React QueryReact Hook Form / FormikZod / Yup	Backend & Databases <ul style="list-style-type: none">Node.js, Nest.jsExpress, FastifyGraphQL, PrismaMongoDB, MySQL
Testing & Debugging <ul style="list-style-type: none">Jest, CypressPostman, Insomnia	CMS & Ecommerce <ul style="list-style-type: none">ShopifySanity, Contentful, Airtable	Automation & AI Tools <ul style="list-style-type: none">Make (Integromat), Zapier, n8nGitHub Copilot, Cursor, ChatGPT	Design Tools <ul style="list-style-type: none">Figma, Adobe XDCanva

PROFESSIONAL SKILLS & PRACTICES

Project Management Tools <ul style="list-style-type: none">Jira, Trello, Asana — Managed sprint tasks, tracked progress, and handled backlog refinement.Notion, Confluence — Documented technical workflows, release notes, and project requirements.	Methodologies & Practices <ul style="list-style-type: none">Agile, Scrum, Sprint & Retros — Participated in daily stand-ups, retrospectives, and sprint planning with cross-functional teams.	Collaboration & Communication <ul style="list-style-type: none">Slack, Microsoft Teams, Google Workspace — Coordinated with offshore teams and stakeholders.	Workflow & Documentation <ul style="list-style-type: none">Wireframing, Prototyping — Created early-stage design flows to validate concepts before coding.Versioned Documentation — Maintained structured, up-to-date documentation for dev teams.
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WORK EXPERIENCE

Software Developer (React) — **GMA New Media Inc.**
Sep 2023 — Present

- Built an MVP Shopify plugin and backend API for Grab Express integration, supporting same-day delivery coverage across 100+ Metro Manila locations and reducing estimated delivery scheduling time by 80% during pilot testing.
- Enhanced 3 existing Shopify websites and developed 6+ custom features, including OSCO integration to streamline inventory synchronization across multiple marketplaces (Shopee, Lazada, Shopify).
- Built and deployed a multi-connected system architecture (web frontend, backend API, and admin CMS), streamlining operations and ensuring stable deployment across 24 Ayala mall servers.
- Developed in-house CMS with robust admin dashboard and page/sections content editor, reducing external development costs by 40% and streamlining content management workflows.

Software Developer (React) — **MG Health Solutions Inc.**
Jan 2023 — Aug 2023

- Maintained and developed system features for online pharmacy platforms and clinic management services across 4 client accounts.
- Successfully resolved over 150+ reported system bugs leading to improved core functionality and better user experience.
- Rebuilt a website with Next.js, Airtable CMS, GraphQL, and a custom component library, boosting site performance (45% faster load times) and increasing organic traffic by 25% through improved accessibility compliance (WCAG 2.1 AA).

Functional Consultant (SAP) — **DXC Technology**
Jul 2021 — Dec 2022

- Resolved over 200 critical SAP batch job issues, reducing system downtime and ensuring uninterrupted business operations for global clients.
- Regularly monitored automation scripts and SAP scheduled background jobs, achieving 90% improved efficiency and ensuring early detection of issues before business-wide impact.
- Documented 15+ critical entries in the team's runbooks, reducing average troubleshooting time by 40% and enabling faster resolution of recurring production issues.

PROJECTS

Portfolio v2 — Personal website rebuilt with a modern tech stack for better maintainability.
May 2024

- Integrated Firebase Firestore as a cloud CMS to enable dynamic updates to portfolio content (projects, experiences), reducing manual updates and improving site maintainability.
- Configured structured Firestore collections and integrated them into a Next.js frontend, enabling real-time content rendering.

Immortal GG — Real-time player leaderboard and stats tracker for Dota 2.
Dec 2024

- Used GraphQL to efficiently fetch and structure large datasets, improving load times and data rendering.

CERTIFICATIONS

- AWS Certified Developer Associate** — *Amazon Web Services*
- AWS Certified Cloud Practitioner** — *Amazon Web Services*
- Liquid Storefronts for Theme Developers** — *Shopify*