

Carol Oppuer

+971 58 108 5467 | Abu Dhabi, UAE | [LinkedIn](#) | [GitHub](#) | caroloppuer03@gmail.com | caroloppuer.com

TECHNICAL SKILLS

- **Proficient:** HTML, CSS, JavaScript, ReactJS, Ruby on Rails, PostgreSQL, Git
 - **Familiar:** Typescript, SCSS, Bootstrap, Axios, Tailwind
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PROJECT WORK

Resto Finder App | Developer | [Repo](#) | [Live](#)

2025

A Ruby on Rails application for restaurant discovery with location search, reviews and favorites functionality.

- Integrated Devise gem for secure user authentication with registration, login and email verification using confirmation tokens.
- Utilized Google Maps API to allow users to search for an area or location
- Used Rails controller to implement a dashboard to review, delete or manage posts.
- Implemented filtering system with Active Record queries for price, cuisine, hours, distance and reviews.

Stock Trading App | Developer | [Repo](#) | [Live](#)

2025

A Ruby on Rails application that allows users to buy and sell stocks.

- Implemented automated email notifications for account approvals using Rails Action Mailer.
 - Built secure user authentication system with Devise gem, enabling trader registration and portfolio access.
 - Integrated Alpha Vantage API via Rapid API to retrieve real-time stock prices and company financial data.
 - Developed search features using the Ransack gem to filter stocks by company name and ticker symbol.
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PROFESSIONAL EXPERIENCE

Transworld System Inc. | Quezon City

Client Services Specialist – Spanish Bilingual

June 2022 - March 2023

- Led Spanish-speaking customers with both federal and private student loan inquiries. Provided clear and concise resolutions via email and phone support.
- Handled customer calls by identifying issues, determining solutions, and ensuring effective resolution. Maintained quality standards, met conversation length targets, and resolved concerns efficiently.

TELUS International Philippines | Quezon City

Transactional Resolution Specialist

January 2019 - April 2022

- Handled critical escalations as a support specialist, resolving complex customer issues across various business queues. Provided comprehensive helpdesk solutions, addressed billing concerns, and ensured thorough documentation of each interaction.

Robinsons Supermarket | Quezon City

Category Buyer

January - May 2018

- Boosted category sales by strategically managing inventory, optimizing SKUs, running targeted promotions, and maintaining ideal stock levels. Strengthened relationships with trade partners while ensuring strong product shelf presence and availability.

Supervalu Inc. | Pasay City

Category Buyer

March - August 2016

- Built strong supplier relationships by negotiating pricing, logistics, and marketing support. Regularly conducted trade visits to ensure compliance, improve product placement, and explore new vendor opportunities at industry expos.

Convergys | Quezon City

Customer Service Representative

May 2014 - March 2015

- Received customer calls, inquiries and complaints. Obtained and examined all relevant information in order to assess validity of requests as well as complaints to be able determine possible causes.
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EDUCATION

Full Stack Web Development , <i>Avion School</i>	2025
Spanish Language , <i>Instituto Cervantes De Manila</i>	2023
Spanish Language , <i>HOLA Amigos</i>	2022
Extramural Classes for Mandarin , <i>University of the Philippines</i>	2018
Bachelor of Arts in Mass Communication , <i>Far Eastern University</i>	2014