

# Carol Oppuer

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## 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