Rasha Moumneh

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I am a customer-focused software engineer with a strong foundation in backend-leaning fullstack development and over three years of building scalable tools, solving complex problems, and improving processes across software engineering and support engineering functions. With a background in the academic and non-profit sectors, I bring a unique perspective to tech, blending a drive for problem-solving with a commitment to impactful work.

SKILLS

Languages: Perl, Python, JavaScript, TypeScript, Node.js
Frameworks and Tools: React, Next.js, Django, Express, SQLAlchemy, Unix, Git, TailwindCSS, Docker
Databases: MySQL, PostgreSQL, SQLite, MongoDB
Other: Email protocols (IMAP, JMAP, SMTP, SPF, DKIM, DMARC), CI/CD, REST APIs

EXPERIENCE

Software Engineer, Fastmail   Jan 2023 - June 2024
Fastmail is a privacy-focused email provider founded in 1999.
- **Feature Development:**
  - Delivered key user-facing features, including:
    - Designed and implemented an email address management feature built in Perl to streamline address rules and actions, enabling the sunsetting of Fastmail's separate email forwarding service and creating a smoother migration path for users.
    - Integrated video conferencing capabilities into the calendar app using the IETF JMAP calendar standard, piloting Zoom integration via OAuth.
    - Led the redesign of a user referral system, integrating a third party API for managing payouts and boosting user engagement.
- **System Optimization:**
  - Contributed to a major refactoring effort to reduce technical debt, decoupling email identities from aliases and simplifying permission models for admins and users.
  - Enabled easier addition of new features by streamlining legacy code and improving system maintainability.

Support Engineer, Fastmail   Sep 2020 - Jan 2023
- Served as escalation lead, managing high-priority tickets and coordinating with engineering teams for timely resolution.
- Established and formalized engineering support workflows, including escalation protocols, developer collaboration processes, and documentation playbooks.
- Conducted detailed log analysis to diagnose and resolve complex issues, enhancing system reliability and user satisfaction.
- Designed and wrote tools to enhance internal operations, including:
  - A customer communication library for targeted segmentation and engagement tracking.
  - A Zendesk migration tool for help documentation from legacy helpdesk software.
  - A Slackbot-integrated task management client for ticket tracking.
  - CLI program to replace legacy Perl scripts, empowering support agents with simplified workflows.
- Authored technical documentation to streamline onboarding and troubleshooting processes.
- Resolved complex customer issues, improving system stability and user satisfaction.

Customer Support Agent, Fastmail   Apr 2019 - Sep 2020
- Delivered exceptional support through troubleshooting technical issues and documenting customer solutions.
- Authored clear and comprehensive user documentation to educate customers and reduce support inquiries.

Software Engineer Intern, Academic Analytics   Sep 2020 - Oct 2020
Academic Analytics provides data-driven tools to evaluate faculty productivity to support institutional decision making.
- Built data-heavy front-end of funding forecast application using React.
- Developed RESTful APIs using Node.js and Express with a MySQL database.

Software Engineer (contract), Key Conservation   May 2020 - July 2020
Key Conservation is a non-profit that connects conservation organizations with individuals to provide real-time support through skilled contributions, funding, and volunteer opportunities.
- Wrote onboarding feature for nature conservation social media app in React Native and Node.js.
- Led backend migration from AirTable to PostgreSQL database.
- Designed and built admin dashboard.

Program Coordinator/Instructor, Rutgers University   Sep 2013 - Mar 2019
- Developed global campaign communications strategy for the Center for Women's Global Leadership.
- Designed and taught in-person and online undergraduate courses in gender studies.

Prior experience in human rights organizations in Lebanon and the broader Middle East.

EDUCATION

PhD coursework, Gender Studies, Rutgers University - New Brunswick, NJ
MA, Social Anthropology, University College London - London, England
BA, Psychology, American University of Beirut - Beirut, Lebanon
Full Stack Web Development, Bloom Institute of Technology (full time 9 month bootcamp)

PROJECTS & VOLUNTEERING

- **Igor** (GitHub repos in Python and Node.js) Independently built an extensible multi-platform chatbot framework that enables automated interactions across messaging platforms. Built separate implementations in both Python and Node.js using a modular architecture that decouples platform-specific code from the core engine. The system's central hub orchestrates message routing between platform adapters (Discord, Telegram, Console) and customizable reactors that handle command processing and response generation through event-driven communication. Uses asynchronous processing for concurrent interactions and implements a flexible plugin system, enabling new features to be added without touching the core codebase.

- **Philly Farmers' Markets** (GitHub repo, Live site) Developed a responsive web app for locating and displaying information about Philadelphia farmers' markets. Integrated ArcGIS REST API for real-time market data. Features include an interactive map, search functionality, and filters for markets currently open. Built in Next.js, Leaflet.js, ArcGIS REST API, TailwindCSS.

- **The Feed-o-tron** (GitHub, Live site) Created a full stack web app that automatically converts any website into a structured RSS feed through intelligent content analysis, with a dynamic interface to enable users to visually map webpage elements to RSS fields with real-time preview capabilities. Implemented advanced HTML parsing and content extraction algorithms using Cheerio, with fallback to GPT-3.5 analysis for complex page structures. Built with Vanilla JS, TypeScript, Express, TailwindCSS, GPT-3.5.

- **Prometheus** (In Progress, Live site) Developed a responsive web application that helps domestic violence survivors find relevant support services through the Family Justice Center of Washington County. Built a guided form system that maps user responses to appropriate local services, with a Redis-backed analytics dashboard that enables FJCWC staff to track service needs and usage patterns. The secure admin interface allows staff to download engagement data for grant reporting and service planning. Built with Next.js/TypeScript, TailwindCSS, and Redis.