

Ramy Kader

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Profile

Results-oriented Software Support Engineer with 10 years of experience in technical support and troubleshooting for software applications. Proficient in handling customer issues, analyzing logs, and ensuring smooth operations. Expertise in scripting. Committed to delivering exceptional support and driving customer satisfaction.

Experience

Software Support Engineer, Parsable > November 2021 – Present

- Utilized CLI to execute commands between the UI and server.
- Developed JavaScript scripts with Node.js to automate API calls, increasing efficiency by 40%.
- Troubleshoot Webhook API calls via Postman, Swagger, and web browsers.
- Resolved SSO authentication issues and configured settings (SAML, OIDC).
- Monitored delivery statistics with Mandrill; analyzed logs via Datadog and Amplitude.
- Collaborated with QA teams to ensure release quality.
- Used Android Studio and Xcode for network simulation and log analysis.
- Experienced with Active Directory Azure.
- Improved backend stability by identifying and resolving complex bugs, reducing issue resolution time by 30%.

Tech Support, SurveyGizmo > November 2016 – June 2021

- Provided support for HTML, CSS, JavaScript, and Lua customization.
- Troubleshoot data transmission issues via API, Webhook, Zapier, and other tools.
- Resolved embedded survey issues using iframe, HTML, JavaScript, and Pop-Up methods.
- Conducted meetings with customers to address maintenance and data quality.
- Trained and coached colleagues on areas for improvement.

Data Analyst Support Engineer, Microsoft > January 2014 – May 2016

- Analyzed geographical data to enhance Microsoft's database.
- Attended weekly meetings to ensure data quality and integrity.

Tech Support, Nintendo of America > January 2012 – December 2014

- Handled advanced Wi-Fi/Network inquiries and technical issues.
- Resolved network connectivity issues for Nintendo devices.
- Maintained the mainframe database for router information.

Education

Bellevue College, Bellevue, WA — *Computer Science (Coursework)*

Bellevue College, Bellevue, WA — *AA Web Design, 2011*

Lycée Saint Paul, Paris, France — *Math International Baccalaureate, 2007*

Skills

Scripting: Python, JavaScript, CSS, HTML, SQL

CRM: Webhook, Salesforce, API, JIRA, Zendesk, AWS, Azure Directory, Okta, Postman, Swagger, REST API

Tools: Xcode, Visual Studio Code, Android Studio, Sublime Text, Microsoft Office, GitHub, JIRA, Zendesk, Salesforce, Datadog, Splunk, Amplitude.