Ramy Kader

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🌐 https://sonly1.github.io/personal-website/

○ https://github.com/Sonly1

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 good support and driving customer satisfaction and retention.

Experience

Software Support Engineer, Parsable > November 2021 – Present

• Utilized CLI to execute commands between the UI and server.

• Developed scripts (Node) to automate API calls, increasing efficiency by 40%, resulting in faster response times.

• Troubleshot Webhook API calls via Postman, Swagger, and web browsers, reducing error rates by 25%.

• Enhanced user security by resolving SSO issues and configuring settings. (SAML and OIDC)

• Improved data accuracy by 30% using Mandrill, Datadog, and Amplitude.

• Decreased post-release bugs by 20% through QA collaboration.

• Used Android Studio and Xcode for simulation and log analysis, leading to quicker identification of the root cause.

• Streamlined user access management with Active Directory Azure.

• Cut issue resolution time by 30% by fixing complex backend bugs.

Tech Support, SurveyGizmo > November 2016 – June 2021

• Increased customer satisfaction by 15% with HTML, CSS, JavaScript, and Lua support.

• Reduced data loss incidents by 20% via API, Webhook, and Zapier troubleshooting.

• Boosted survey completion rates by 25% by resolving embedded survey issues (JS, and Pop-Up methods) SME.

• Improved client retention by 10% through customer maintenance meetings.

• Enhanced team performance by training and coaching colleagues.

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

· Improved data accuracy by 15% through geographical data analysis.

· Enhanced data consistency by 20% via weekly quality assurance meetings.

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

• Reduced customer wait times by 30% handling Wi-Fi/Network inquiries Tier I and Tier II.

• Enhanced user experience by resolving device connectivity issues.

• Improved data retrieval speed by 25% by maintaining router info database.

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, Mandrill. .