Ramy Kader

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Linkedin https://www.linkedin.com/in/ramy-kader-94576137/

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

○ https://github.com/Sonly1

Profile

Passionate about providing technical expertise to improve customer satisfaction and streamline operations. Recognized for consistently reducing resolution times and enhancing data accuracy

Experience

Software Support Engineer, Parsable > November 2021 – June 2024

- 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 > November 2014 – June 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 > August 2012 – June 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.