

# SOPHIA RAFAT

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## SKILLS

- TypeScript, JavaScript, Python, Java, HTML, CSS, SCSS, React, Express, NodeJS, Postman, PostgreSQL, MySQL, GraphQL, Jenkins, Agile/Scrum, JUnit, Selenium, Git, Bash, Jira, Docker, GCP(Google Cloud Platform), TestRail

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## EXPERIENCE

### Techtonica Seeker Program

Techtonica Seeker

July 2023 – Present

Remote

- Attended networking events, tech meet-ups, and workshops to expand industry connections, staying updated on emerging trends and technologies.
- Collaborated with a diverse group of participants on real-world software development projects, mirroring industry workflows and best practices.
- Designed, developed, and tested mini-applications, enhancing teamwork and project management skills.

### Indeed Inc.

Software Engineering Intern | Software Developer I

July 2021 – March 2023

Remote

- Employed problem-solving skills and technical expertise to provide efficient solutions for customer inquiries or technical issues related to software applications, resulting in a decrease in customer-reported bugs.
- Collaborated with senior engineers to develop and maintain high-quality software application updates and features, adhering to coding standards and best practices, contributing to the successful completion of three major feature releases.
- Actively participated in Agile ceremonies, including sprint planning, daily stand-ups, and retrospectives, fostering a collaborative and efficient development environment.
- Collaborated with UX/UI designers to implement responsive and visually appealing user interfaces, ensuring optimal user interactions and accessibility.
- Implemented and maintained unit tests, increasing code reliability and facilitating the identification of potential issues during the development lifecycle.
- Engaged in the implementation of new features, utilizing A/B testing methodologies to assess user preferences and optimize functionality for improved user experience.

### Techtonica

Software Engineering Apprentice

Jan 2021 – July 2021

San Francisco, CA | Remote

- Led Stand-Up & Wrap-Up Meetings, fostering effective communication and alignment within the development team.
- Collaborated with Techtonica Cohort Members for pair programming and code reviews, promoting knowledge sharing and team cohesion.
- Created and deployed Full Stack PERN Applications, receiving positive feedback from end-users for the intuitive user interface.
- Successfully completed an intensive software engineering bootcamp, gaining hands-on experience in full-stack development, including frontend and backend technologies.

**Square Inc.**

Customer Success Representative

Aug 2019 – Aug 2020

St. Louis, MO

- Resolved customer inquiries and technical issues, achieving a 95% customer satisfaction rate through effective communication and timely issue resolution.
- Responded to customer queries in a timely and accurate way, via email. Identified customer needs and helped customers troubleshoot issues using Cash App software.
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- Analyzed and reported product malfunctions.

**Boys & Girls Club of Greater St. Louis, St. Louis**

Health Services Coordinator

January 2017 – May 2018

St. Louis, MO

- Efficiently organized and meticulously managed daily appointment schedules, patient files, records, and clinic inventory through adept utilization of Microsoft Suite and Dentrax programs, ensuring seamless administrative operations and optimal patient care.
- Proactively engaged with department managers, fostering collaborative relationships to identify and address operational challenges, resulting in continuous improvement of services and streamlined processes.

**Pharaoh's Donuts**

Operations Assistant

Aug 2012 – Nov 2020

St. Louis, MO

- Managed day-to-day operations, ensuring efficient workflow and timely completion of tasks. Implemented process improvements, reducing operational costs by 15%.
- Communicated with product distributors and contract accounts and maintained equipment and inventory. Handled accounts payable and receivable, prepared bank deposits. Planned and coordinated PR initiatives, business development meetings, holiday parties and more.

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**EDUCATION****Techtonica - Software Engineering Bootcamp**Jan 2021 – July 2021  
San Francisco, CA | Remote**Webster University**2008 – -  
Webster Groves, MO