

# MELISSA DAVIES | SOFTWARE ENGINEER

100% Remote, based out of Boston, MA | [ms.melissadavies@gmail.com](mailto:ms.melissadavies@gmail.com) | +1 617-506-9996

GitHub: [github.com/missy-davies](https://github.com/missy-davies) | GitLab: [gitlab.com/missy-davies](https://gitlab.com/missy-davies)

LinkedIn: [linkedin.com/in/missydavies](https://linkedin.com/in/missydavies) | Portfolio: [missy-davies.github.io](https://missy-davies.github.io)

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## TECHNOLOGIES

Languages | Ruby on Rails, Python, SQL

Frameworks & Libraries | Rspec, Flask, Jinja

Database & Development Tools | GraphQL, SQLAlchemy, Git, GitHub, GitLab, Bugsnag, Datadog, Sidekiq

General | Asana, Notion, HelpScout, Survicate, Amplitude, Metabase, Hotjar, Figma, Miro

## PROFESSIONAL EXPERIENCE

Shopify ([Inbox Team](#)), Remote

Backend Junior Developer

Aug. 2022 – Present

- Build intelligence and automation features for our real time chat widget to reduce merchant response time

Backend Developer Intern

Sept. 2021 – Apr. 2022

- Built backend infrastructure to display AI generated conversation topic labels to merchants using webhooks and event tracking
- Modified database to add new message classification topics and separate conversations based on business logic and data team findings
- Wrote exhaustive Rspec test coverage

SmarterQueue (Social Media SaaS Startup), Remote

Jun. 2019 – Feb. 2021

Head of Customer Success & Education Lead

- Developed over 150+ long term, scalable SOPs to continuously improve asynchronous coordination
- Hired, trained, and managed a fully distributed team of 4 Customer Success Managers
- Wrote thorough technical documentation, reviewed 320+ Help Center articles, and filmed 70+ [video tutorials](#)

Social Factor Marketing, Remote

Oct. 2016 – May 2019

Founder & Digital Marketer

- Founded a digital marketing boutique to help small businesses with their social media strategies

## OPEN-SOURCE CONTRIBUTIONS

GitLab

- [Created group releases API](#) in preparation for migrating the [Merge Request filter to use GraphQL](#)
- Added to the Handbook > Travel section on "[Tips on Working Remotely While Abroad](#)"

Rails

- Revised all Rails Guides to [capitalize headings to match official style guide](#)
- Fixed typo so [wording of a phrase in the Rails Active Record Migrations Guide](#) is more clear
- Collaborated with core Rails team at Shopify for hackathon and updated "[Contributing to Ruby on Rails](#)" guide

Open Source Masterclass MOOC

- Beta tester for the new course, submitted feedback and [improved awkward phrases and typos](#)

Anki (spaced repetition flashcard study tool)

- Reviewed and updated technical project documentation related to [scheduler 2.1 release](#)

## EDUCATION

Hackbright Academy, Accelerated Software Engineering Fellowship, Remote

Columbia University, B.A., Economics & Italian, Graduated Cum Laude, New York, NY

ACTIVITIES & INTERESTS | Flying seaplanes, learning languages (IT, FR, ES), nomadism, skiing