

# Ranika Williams

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## SUMMARY

Highly motivated **Software Engineer** with a track record of developing full-stack web applications using Ruby and JavaScript frameworks. Drawing on a diverse background in logistics, supply chain, and healthcare, I possess a unique blend of skills, including solid communication, adaptability, and problem-solving. Proficient at collaborating within cross-functional teams in dynamic settings, I am driven by a relentless pursuit of code excellence and a passion for continuous learning.

## SKILLS

**Programming Languages:** Ruby, JavaScript, Typescript, HTML, CSS, PostgreSQL

**Technologies:** Ruby on Rails, React, Jest, RSpec, React Testing Library, Git, Docker, Kubernetes, Grafana, GitLab, Grafana, Google Cloud Platform, REST APIs, Agile Methodologies, Object-Oriented Programming

## EXPERIENCE

### Flexe

Seattle, WA (Remote)

Software Development Engineer

Jan 2021 - Aug 2023

- Full stack engineer on the dynamic "Pack to Depart" team with a focus on developing and seamlessly delivering high-impact features on the versatile omnichannel platform.
- Built a customer-centric self-service scheduling tool for warehouse operations, achieving a successful feature launch in just 2 months through close collaboration with cross-functional teams, including engineers, designers, and product managers.
- Developed user-friendly internal support tools using Ruby on Rails (ActiveAdmin), streamlining client support operations and reducing on-call issues to the development team by 95%.
- Implemented server scaling strategies to accommodate increasing traffic, resulting in a 30% reduction in server downtime and improved website performance.
- Engineered robust Android applications using Kotlin and Java, empowering clients to seamlessly execute warehouse tasks via mobile devices, enhancing operational efficiency and flexibility.
- Collaborated with Agile teams to design, develop, test, implement, and provide support for technical solutions using full-stack development tools and technologies.
- Contributed to system maintainability by triaging defects, reducing overall technical debt, and increasing documentation.

### UT Southwestern Medical Center

Dallas, TX

Certified Medical Assistant

Aug 2013 - Dec 2019

- Worked in a fast-paced ambulatory clinic with 50+ patients per day. Fostered a patient-focused, engaging, and compassionate environment across 7 clinics through team collaboration.
- Trained 20+ new clinical staff on medical equipment, surgical procedures, and policies to ensure patient safety.
- Contributed to the clinic's 95% positive review in-patient surveys by providing thorough patient education and prompt communication via phone and email.
- Used medical software to manage patient records, communicate with colleagues, and increase office efficiency.
- Received Meritorious Service Award for "going above and beyond" in service delivery to patients and co-workers.

### Integrative Medicine Center

Fort Worth, TX

Front/Back Office Certified Medical Assistant

Apr 2011 - Aug 2013

- Increased patient wellness in multi-specialty practice providing pain management and anti-aging medicine by keeping records of narcotic medications and assisting with patient procedures.
- Mastered front office responsibilities, including appointment setting, medical insurance billing, and medical records.

### Sprint

Fort Worth, TX

Customer Service Representative

Jun 2009 - Apr 2011

- Handled 50+ customer interactions per day, giving detailed and personalized service to ensure customer retention.
- Cross-sold services on 40% of calls, upgrading customer devices and service plans.

## EDUCATION & CERTIFICATIONS

Flatiron School - **Software Engineering, Full Stack Web Development, Ruby on Rails, JavaScript**

Jul 2020

Dallas Community College - **Pre-Nursing Studies**

Mar 2017

National Association of Health Professionals (NAHP) - **Certified Medical Assistant (NRCMA)**

Sep 2009