Ranika Williams

Fort Worth, Texas, US | +1 (817) 941-3403 | rnkwilliams07@gmail.com | linkedin.com/in/ranikawilliams |
www.ranikawilliams.com

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
Technologies: Ruby on Rails, React, PostgreSQL, Git, Docker, Google Cloud Platform, Google Cloud PubSub, Kubernetes, Gitlab, Grafana, Agile Methodologies, Android Studio, Microsoft Visual Studio Code

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