

Ranika Williams

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Github: [Github](#) | LinkedIn: [LinkedIn](#) | Portfolio: www.ranikawilliams.com

PROFILE SUMMARY

Highly motivated **Software Engineer** with hands-on experience building full-stack web applications in Ruby and JavaScript frameworks. Prior experience in customer service and patient care has created versatility, strong communication and problem-solving skills, and agility to work on cross-functional teams in a collaborative, fast-paced environment. These skills have led to a pursuit of code and a passion for lifelong learning.

TECHNICAL SKILLS

Ruby, JavaScript, HTML, CSS, SQL, Ruby on Rails, React, Redux, Bootstrap, Git, ORM, MVC, AJAX, REST APIs, Object-Oriented Programming

TECHNICAL PROJECTS

TeaTime - [Github](#) | [Demo](#)

Tea directory for tea drinkers to track, brew, and learn about their favorite teas.

- Integrated Fast JSON API gem to generate serializer classes and customize JSON rendering
- Utilized Redux to store and manipulate data for components, avoiding multiple server calls
- Developed front-end with React and Redux, creating functional, reactive code with Redux as a state manager and Rails as the backend JSON API

Guided Journal - [Github](#) | [Demo](#)

A single page application where users can record their journal entries through simple guided prompts.

- Implemented with modular code and object-oriented JavaScript classes to encapsulate related data and behavior
- Utilized AJAX to ensure asynchronous interactions between client and server were handled in JSON format
- Developed with Ruby on Rails API and vanilla JavaScript allowing user experience interaction without page refresh

MedList - [Github](#) | [Demo](#)

A content management system that allows users to keep track of personal medications and supplements.

- A full Ruby on Rails application developed utilizing the MVC design pattern
- Designed database schema and Active Record associations to effectively create relationships between data
- Encrypted user's credentials and implemented authorization using OAuth to ensure validated access to application
- Implemented user interface using the Bootstrap framework for a simple to use application

Comic Book Collection - [Github](#) | [Demo](#)

A community-based platform that allows users to share and keep track of comic books.

- Developed full-stack application in Ruby using the Sinatra framework and Ruby programming language
- Created with an MVC design pattern
- Front end design accomplished with HTML and CSS

EXPERIENCE

UT Southwestern Medical Center

Dallas, TX

Certified Medical Assistant

August 2013 - December 2019

- Executed duties in a fast-paced ambulatory clinic with more than 50+ patients per day. Triage patients, took vital signs, and assisted with every area of patient care.
- Facilitated new hire orientation by training new clinic staff on procedures and policies to ensure patient safety.
- Collaborated and cross-trained with medical and administrative personnel to maintain a patient-focused, engaging, and compassionate environment across 7 clinics.
- Promoted office efficiency, coordinating charts, and prioritizing patients' diverse medical needs through email and telephone communication leading to 95% positive reviews in patient surveys.
- Recognized for The Meritorious Service Award as an individual who "goes above and beyond" in service delivery to patients and co-workers.

Integrative Medicine Center

Fort Worth, TX

Front/Back Office Certified Medical Assistant

April 2011 - August 2013

- Collaborated with a multi-specialty practice, supporting pain management, anti-aging medicine and aesthetics to provide an overall increase in patient wellness.
- Mastered front office responsibilities, including appointment setting, medical insurance billing, and medical records.
- Assisted the physician with exams and procedures and educated patients on procedures and plans of treatment.

Sprint

Fort Worth, TX

Customer Service Representative

June 2009 - May 2011

- Handled 50+ customer interactions per day, giving detailed and personalized service to ensure customer retention.
- Made service changes and recommended service options. Provided detailed and accurate accounts of customer calls for prevention of future audit issues. Consistently met and/or exceeded supervisor expectations.
- Cross-sold services on 40% of calls, upgrading customers devices, national service plans, call waiting, call forwarding, and international calling plans.

EDUCATION

Flatiron School - **Software Engineering, Full Stack Web Development, Ruby on Rails, JavaScript**
Dallas Community College - **Pre-Nursing Studies**

July 2020
March 2017