Ranika Williams

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SUMMARY

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

TECHNICAL SKILLS

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

TECHNICAL PROJECTS

TeaTime - Github | Demo
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.
- Used 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 state manager and Rails as backend JSON API.

Guided Journal - Github | Demo
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
Content management system that allows users to keep track of personal medications and supplements.
- A full Ruby on Rails application developed using MVC design pattern.
- Designed database schema and Active Record associations to create relationships between data.
- Encrypted user's credentials and implemented authorization using OAuth to ensure validated access to application.
- Implemented user interface using Bootstrap framework for a simple-to-use application.

EXPERIENCE

UT Southwestern Medical Center   Dallas, TX
Certified Medical Assistant   August 2013 - December 2019
- Worked in a fast-paced ambulatory clinic with 50+ patients per day. Fostered 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 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   April 2011 - August 2013
- Increased patient wellness in multi-specialty practice providing pain management and anti-aging medicine by keeping record 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   June 2009 - April 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.
- Kept detailed and accurate accounts of customer calls for prevention of future audit issues. Consistently met and/or exceeded supervisor expectations.

EDUCATION & CERTIFICATIONS

Flatiron School **- Software Engineering, Full Stack Web Development, Ruby on Rails, JavaScript**	July 2020
Dallas Community College **- Pre-Nursing Studies**	March 2017
National Association of Health Professionals (NAHP) - **Certified Medical Assistant (NRCMA)**	September 2009