Ruby Ramsay

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Bachelor's Degree in Computer Science | University of Massachusetts, Amherst

Dynamic and results-driven professional adept at solution oriented problem-solving and clear, authentic communication. Recognized for a track record of leveraging data insights to develop user-centric strategies that drive business success. A blend of technical prowess and exceptional interpersonal skills enables me to engage effectively while consistently surpassing project objectives. Proven leadership in navigating complex projects, innovating solutions, and fostering a culture of positivity to overcome any challenge. Ready to drive your team towards unparalleled success.

Written & Verbal Communication	Entrepreneurial Spirit	Proficient in Software Systems
Proactive Problem Solving	Detail-oriented	Python/Javascript
Client Support & Engagement	Organization	HTML/CSS

Backend Developer & Information Designer | IBM | *Austin, TX* | Mar '21–present

- **Develops, Designs, Maintains Documentation:** Responsible for developing and maintaining 11 components across Power Hardware Documentation, including the entire navigation. Enjoys collaborating with cross-functional teams to understand how to communicate complex, technical information in a clear, concise, IBM-specific language.
- **Designs and Updates Agile Tools:** Migrating processes for tracking documentation updates from HCL Notes to Trello to Monday for modernization. Updates procedures and reviews data each migration to ensure tracking critical information.
- **Improve Power Hardware Documentation UX:** Enhancing client experience by adding system photos to home pages and proposing an eye-catching homepage design to distinguish one system from another. Advancing a critical part of an initiative to incorporate more graphics and animations to help readers comprehend written documentation.
- **Mentor New Team Members:** Creating documentation on team processes in preparation of new team members and organizing a series of introduction meetings to welcome, onboard, and teach new team members documentation basics.
- **Building Deep Knowledge of Power Hardware Documentation and its Architecture:** Becoming proficient in DITA and the tools used to write and publish documentation including CMVC, Oxygen, Jenkins, EWM. Excels at developing solid understanding of IBM Power Hardware and adjacent IBM products. Works directly with SMEs to understand best documentation solutions for storage products.
- **Growing Skills in External Interest Areas:** Working one-on-one with multiple mentors weekly and utilitizng IBM's vast catelog of learning resources to develop a deeper knowledge of interest areas including IBM Technical Sales, IBM Consulting, and UX/UI Design.

Executive Director & Design Lead | TEDxAmherst | *Amherst, MA* | Jul '18–Dec '21

- **Built and Led the TEDxAmherst Team, Comprised of 10-15 Individuals, Annually:** Curated and delivered 4 conferences (200-500 attendees) in 3 years, managed a $30k budget for each conference, produced 33 TEDx talks that are still part of the TEDx online portfolio.
- **Designed Strategies and Processes:** Designed and maintained strategy and operations for all aspects of TEDxAmherst – event operations, talk curation, marketing, and partnership. Created detailed documentation for longevity and future iteration.
- **Repeated and Improved Events Annually:** Optimized engagement by catering to our community based on attendee feedback from each event. Worked closely with partners and sponsors to create the most mutually beneficial relationship including establishing a nonprofit organization to offer tax deductible donations for sponsors and partners. Led in raising nearly $130k for TEDxAmherst.
- **Designed and Managed Site and Socials:** Developed and maintained website and socials using creative engagement strategies (e.g., variety of media, contests, sneak peaks) and modern, captivating design to engage participants, sponsors, and media.
- **Deepened Knowledge:** Attended multiple TED and TEDx events internationally to build knowledge, capacity, and skills in community engagement, team development, and event strategies to improve organization reach and impact.

Software Support Specialist | Tyler Technologies | *Yarmouth, ME* | Apr–Aug '18

- **Provided Client Support Services:** Thrived in client-facing support role, troubleshooting bugs in XML files for the Munis software, working one-on-one with clients. Learned SQL by managing and analyzing team databases.
- **Independent Event Organization:** Developed and hosted a series of monthly events for Tyler Technologies peers to build connections and foster community engagement.