

Nazaret Ramirez

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PROFESSIONAL EXPERIENCE

SWE-SRE - Senior Software Engineer

[Google.com](https://www.google.com)

August 2020 - Present

- Led the design and implementation of safe data rollouts for Geo, preventing global data outages by enabling progressive data rollouts with regional evaluation of customer data.
- Optimized reliability and scalability of multiple high-traffic services (ranging from 100K to over 3M QPS) by refactoring codebases and infrastructure. Achieved a 25% improvement in response times and reduced hardware usage by thousands of machines, resulting in significant cost savings.
- Reduced geocoding latency by over 50% (from 800ms to 350ms) by streamlining the user journey and eliminating non-critical dependencies. Navigated complex organizational challenges by initiating a cross-functional task force that unified multiple Product Areas with conflicting priorities. Introduced an innovative dependency management strategy and established a collaborative framework that facilitated alignment and cooperation across teams, overcoming resistance and accelerating implementation.
- Implemented deterministic routing within a complex distributed system, enabling comprehensive data quality testing across various front-end interfaces.
- Provided architectural guidance to multiple Google Maps teams through regular office hours, enhancing overall code quality and performance. Advised on best practices and architectural improvements, leading to more robust and maintainable systems.
- Led on-call rotations for Google Maps enterprise services, effectively triaging and resolving critical issues impacting millions of users. Developed standard operating procedures that reduced incident response time by 30%.
- Mentored and coached new team members with weekly one-on-one sessions, accelerating their onboarding and professional development. Facilitated knowledge sharing and fostered a collaborative team environment.

Lead Software Engineer

[Rev.com](https://www.rev.com)

February 2019 - June 2020

- Lead a remote team of six engineers to improve the workplace of our freelancers by launching a new web-based transcript editor that allowed them to work over our auto-generated transcript - improved their productivity by 10%.
- Reduced loading time by half for the transcript editor.
- Improved typing response for jobs longer than 90 minutes to be 3 times faster.
- Lowered the cancellation rate by 80% in undesirable projects (poor audio quality, difficult accent, etc).

Senior Software Engineer

[Rev.com](https://www.rev.com)

February 2017 - Feb 2019

- Implemented a multi-pricing strategy for foreign subtitles that resulted in monthly revenue growth of 330%.
- Built a new web-based editor for subtitles that reduced turnaround time from 48 hrs to 24 hrs.
- Extended the editor support for right-to-left languages, making it possible for us to offer subtitles in Arabic.

Software Engineer Consultant

[Rev.com](https://www.rev.com)

July 2015 - Feb 2017

- Built integrations with third party media managers like Youtube, Kaltura, Ensemble, Vimeo, which resulted in 100% customer growth.
- Improved checkout experience to reduce automated media file screening failure rate from 5% to 2%.
- Built the first caption editor for customers which gradually grew to 7,000 monthly sessions in 1 year.

Freelance Software Developer[Upwork.com](#)**Feb 2015 - Jul 2015**

- [Wicarga](#): Developed web application to allow users to track their packages. Also develop their main LOB app to manage their offerings.
- [Tenfold.com \(Callinize.com\)](#): Developed CRM Integrations for Microsoft Dynamics.
- [Merlata](#): Developed a web application to help the company manage thousands of personal loans and payroll financing.
- [Jompeame.com](#): Developed a few features for a company building the first Dominican Crowdfunding Platform.

Software Engineer Consultant[SIUBEN](#)**October 2014 - Feb 2015**

Developed a system to detect irregularities in a government-funded program targeting low-income families for subsidies. The system used pre-existing demographic data to assess income levels in the area and adjusted subsidies to correct levels. This change in the discovery phase reduced fraud by around 70%.

Software Engineer**BANAK CO****January 2014 - Sept 2014**

BANAK is a Microsoft Certified Business Partner. I worked as an on-site consultant for [Occidental Hotels](#), where we developed a new booking system for their vacation club. The implemented solution had the following results:

- Reduced the average agent booking time by 40% due to a better, more organized, and user-oriented interface that cut off unnecessary steps.
- Enabled multiple payment types for booking agents.

Web Software Engineer**CREDLI****March 2013 - Dec 2013**

CREDLI is a startup trying to disrupt the Latin-American financial sector, by allowing customers to solicit loans in multiple financial institutions at the same time. I worked as part of the first engineering team building the platform from scratch.

Junior Software Developer[TEKNOWLOGIC](#)**January 2012 - Feb 2013**

- Developed C# applications in ASP.NET, Windows Form, WPF, WCF and Web Forms to integrate with Microsoft Dynamics CRM and GP.
- Facilitated business meetings with new and potential clients, figuring out their needs and taking into account their current resources and objectives.

SKILLS

- **Languages:**
 - C++, C#, JavaScript, TypeScript, Dart, Python, Go, PHP
- **Libraries/Frameworks:**
 - ReactJS, Node.js, Next.js, Flutter, Kubernetes, gRPC, Protocol Buffers, Tailwind CSS
- **Databases:**
 - Bigtable, Spanner, Redis, MongoDB, MS SQL
- **Cloud Platforms:**
 - Google Cloud Platform (GCP), Azure, AWS
- **Methodologies:**
 - Agile (Scrum), Test-Driven Development (TDD), Behavior-Driven Development (BDD), Continuous Integration/Continuous Deployment (CI/CD)

EDUCATION

- **Bachelor of Science (B.Sc.), Computer Engineering** (2009-2013)
Pontificia Universidad Católica Madre y Maestra (PUCMM)
- **CCNA, Computer Systems Networking and Telecommunications** (2007)
Instituto Tecnológico de las Américas (ITLA)

AWARDS

- **First Place Winning Team, Startup Weekend Santo Domingo.** (2013) Up
Global - Discado App - Improved telephone customer service.
- **2nd Place, Lean Startup Machine Santo Domingo** (2014) Lean
Startup Machine - Tempdox - Automation of templated documents.