

# Newton Ramos Garcia

Senior Software Engineer

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## Professional Summary

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Senior Software Engineer with 15+ years of experience, most recently leading the development of an AI voice assistant SaaS for healthcare providers. Built the platform from scratch, including core workflows, backend systems, and integrations with healthcare tools and EHR-related systems.

Background across SaaS, e-commerce, and cloud platforms, with a strong focus on backend-heavy systems, data-driven product work, and production reliability. Delivered measurable outcomes such as conversion improvements through A/B testing, major performance gains in analytics systems, and revenue from products built and shipped end to end.

## Technical Skills

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### Languages

Ruby, Python, JavaScript, TypeScript, Elixir

### Backend & APIs

Ruby, Ruby on Rails, NodeJS, REST APIs, GraphQL (graphql-ruby), WebSockets, background processing, workflow orchestration, state machines

### Frontend

Rails Turbo/Hotwire, React, HTML, CSS, Tailwind CSS

### Data & Search

PostgreSQL, MySQL, Redis, Elasticsearch

### Infrastructure & Delivery

AWS, Docker, Kamal, Ansible, Heroku, CI/CD pipelines

### Testing & Quality

RSpec, Minitest, TDD, A/B testing

### AI & Voice Systems

LLM-based integrations, conversational AI, speech-to-text and text-to-speech pipelines

## Professional Experience

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### Software Engineer / Interim CTO - Wendi (Closed. Formerly getwendi.com)

Remote (Contract) | 01/2023 – 08/2025

- Led development of an AI voice assistant platform for automated patient intake, insurance verification, and multichannel conversations (voice, SMS, chat) in the healthcare space.
- Architected end-to-end patient workflow engine handling intake scheduling, eligibility checks, and follow-up automation, reducing manual staff workload.
- Built real-time conversational AI pipelines integrating speech-to-text, LLM processing, and text-to-speech for natural patient interactions.

- Temporarily assumed CTO responsibilities during a company transition, supporting technical decision-making and team coordination.
- Supported real-world clinic operations by automating patient intake and follow-ups, reducing manual staff workload and improving response consistency.
- Technologies: Ruby on Rails, Python, React, AWS, AI/ML APIs, WebSockets.

### **Full Stack Software Engineer - HuntClub ([huntclub.com](http://huntclub.com))**

*Remote (Contract) | 01/2022 – 11/2022*

- Developed and shipped features for a talent-matching platform used by thousands of recruiters and hiring managers.
- Built full-stack features in Ruby on Rails and React, improving recruiter workflows and candidate pipeline management.
- Collaborated with product and design teams in an Agile environment to deliver features on a biweekly release cadence.

### **Backend Software Engineer - Action Network ([actionnetwork.org](http://actionnetwork.org))**

*Remote | 02/2018 – 01/2019 & 12/2019 – 01/2022*

- Core backend engineer on Action Builder, a new organizing CRM product, building and maintaining the Ruby on Rails and GraphQL API consumed by an AngularJS front end.
- Designed and implemented GraphQL schema, queries, and mutations powering relationship mapping, network visualization, and organizer workflows.
- Wrote comprehensive RSpec test suites and maintained high code coverage to ensure API reliability across releases.
- Collaborated across a multi-year engagement, becoming a go-to domain expert on the platform's data model and API design patterns.

### **Software Engineer - CrazyEgg ([crazyegg.com](http://crazyegg.com))**

*Remote | 02/2019 – 10/2019*

- Re-architected the signup flow and ran 12 A/B tests, lifting conversion by +18% in 8 weeks.
- Integrated Elasticsearch into the analytics dashboard, cutting snapshot load time from 4s to 800ms for 20K+ concurrent users (5x performance improvement).
- Built the Shopify Kit Skills integration, driving a 5% retention increase among Shopify merchants.
- Implemented the Segment.com integration, enabling unified event tracking across marketing and product analytics.

### **Software Engineer - Envato ([envato.com](http://envato.com))**

*Remote | 07/2017 – 07/2018*

- Built and improved a managed WordPress hosting platform with a multi-service architecture encompassing billing, customer management, and site provisioning.
- Designed and implemented the automated WordPress backup system, ensuring data durability for thousands of hosted sites.
- Worked across the full stack with Ruby on Rails and AWS services to deliver reliable, scalable hosting infrastructure.

### **Software Engineer - Pressed (Closed. Formerly [pressed.net](http://pressed.net))**

*Remote | 05/2016 – 07/2017*

- Founding engineer on a greenfield WordPress hosting platform, building the entire stack from scratch using Ruby on Rails on AWS (EC2, Route 53, S3, SQS).

- Designed the site provisioning pipeline, automating server setup, DNS configuration, and SSL certificate management.

### **Software Engineer — ReferralCandy ([referralcandy.com](http://referralcandy.com))**

*Singapore (On-site) | 11/2015 – 04/2016*

- Shipped product features and streamlined e-commerce platform integrations (Shopify, Magento, WooCommerce) for a referral marketing SaaS serving thousands of merchants.
- Improved backend performance in an Agile team, delivering features on rapid iteration cycles.

### **Software Engineer - Site5 ([site5.com](http://site5.com)) and WWWH (Closed. Formerly [wwwh.com](http://wwwh.com))**

*Remote | 02/2015 – 11/2015*

- Built internal CRM and client-facing management tools, a white-label managed WordPress product, and custom automation tooling for staff operations.

### **Software Engineer — State Government of Goias (Contractor)**

*Goiania, Brazil | 01/2014 – 01/2015*

- Replaced legacy Java e-learning systems with modern Ruby on Rails applications and standalone Ruby modules for a state government platform.
- Built a student engagement monitoring system tracking 100,000+ students with automated SMS, email, and voice-call alerts when engagement dropped.
- Developed a bank-integrated payout system processing monthly payments to approximately 30,000 students, replacing a legacy Java application.

### **Python Developer — Critsend ([critsend.com](http://critsend.com))**

*Remote (San Francisco, CA) | 09/2012 – 06/2013*

- Built a next-generation email deliverability platform in Python and maintained a distributed transactional email service handling high-volume sends.
- Developed a server reputation monitoring module (blacklist tracker) and a billing application for the new product line.

## **Entrepreneurial Experience**

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### **Founder and Developer — Maior Desconto (Closed. Formerly [maiordesconto.com.br](http://maiordesconto.com.br))**

*Goiania, Brazil | 2011 – 2013*

- Bootstrapped a group-buying marketplace (Ruby on Rails) that reached \$1M+ in sales, 41,000+ registered users, and 17,000 paying customers.
- Handled full product lifecycle: architecture, payment gateway integration, email marketing, customer support, and business operations.

### **Founder and Developer — Mailtrack (Closed. Formerly [mailtrack.com.br](http://mailtrack.com.br))**

*Goiania, Brazil | 2009 – 2010*

- Built a full-featured email marketing platform using Ruby on Rails, Redis, EventMachine, and Amazon SES (AWS).

## **Earlier Career**

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Software Developer at OVG (2005–2010) — Managed a web application serving approximately 100,000 college students for a state government scholarship program. Contractor for InboxMail (2008) — Built an email marketing solution delivering 1M+ emails per month. Various web development and hosting projects (2004–2006).