

Randall Ridley

<https://linktr.ee/rridley>

Professional Summary

Enthusiastic and skilled Full-Stack Developer with 10 years of experience in designing, developing, and delivering high-quality applications. Seeking to contribute my expertise to a dynamic team and create exceptional user experiences on web and mobile platforms.

- 12 years of full stack development experience
- 6 years of A.I. chatbot development experience
- 10 years of mobile development experience.
- Proficient in JavaScript, Python and related technologies, with a deep understanding of React/React Native/Angular core concepts.
- Proven track record of delivering user-friendly and performance-driven mobile applications.

Skills

- Programming Languages: Python, JavaScript, TypeScript, NodeJS, Java, Swift, Kotlin, PHP
- Front-End Development: React, Angular
- Mobile App Development: iOS, SwiftUI, Android, React Native
- Navigation Libraries: React Navigation
- State Management: Redux
- Version Control: Git, GitHub, Bitbucket
- Database: MongoDB, AWS DynamoDB, MySQL
- RESTful API Development & Integration
- Testing Frameworks: Mocha, Chai, Jest, React Native Testing Library, Appium, Selenium
- CI/CD: Jenkins, GitHub Actions, Fastlane, Azure

Professional Experience

Tegna

Tysons, VA (Remote)

Mobile/Full-Stack Developer

June 2024 – Present

Tegna App Development and AI-Powered Chatbot Integration

As an iOS Developer, I was responsible for enhancing the Tegna News App by integrating AI-driven chatbot functionality to improve user engagement and access to archived news articles. This involved leveraging IBM Watson's NLP capabilities to process user queries and return relevant articles, summaries, and insights based on historical data. This project not only improved user retention by making historical news content more accessible but also demonstrated the potential of AI-driven personalization in news applications.

- Developed and integrated an AI-powered chatbot within the iOS app using IBM Watson Assistant to provide users with instant, relevant news results.
- Implemented natural language processing (NLP) to analyze user queries and match them with archived articles from Tegna's database.
- Designed and optimized API interactions between the chatbot, Watson AI, and the app's content management system to ensure seamless retrieval of contextual news results.
- Worked closely with business analysts to refine AI training models, improving response accuracy based on user interactions.
- Enhanced app performance and user experience by implementing caching mechanisms and efficient query handling for large-scale news archives.
- Conducted usability testing and gathered user feedback to iterate on chatbot improvements, ensuring an intuitive and engaging experience.
- Lead developer for the React Native cross-platform application for iOS and Android.
 - o Supports 51 news stations in the Tegna network.

- Responsible for developing new features and bug fixes from previous developers.
- API development for Tegna's content management system to add/update news stories for various all of their markets in their network.
- Managed integrations of app that populate dynamic content from CMS and user generated content based on users' location around the country.
- Supported features in the app including breaking news, streaming of live news feeds, managing ads using Google Analytics, Amazon Transparent Marketplace, and Tealium
- Lead the code refactor effort from React Native to Xamarin Dotnet MAUI cross-platform application.
- Achieved 99.72% crash-free rate for daily users.
- Technologies Used: React Native (mobile for iOS and Android), Android codebase: Java/Kotlin, iOS codebase: Objective C/Swift, MAUI/Xamarin (mobile for iOS and Android), C#, AWS Lambda, Python API backend, AWS S3 cloud storage, AWS DynamoDB, IBM Watson Assistant, Watson Discovery

Snapchat Inc.

Santa Monica, CA (Remote)

Watson Assistant/Full-Stack Developer

November 2023 – June 2024

- Developed conversational A.I. for IBM Watson Intent, Entity, and Dialogue flow programming for Snapchat HR department.
- Integrated NeuralSeek generative A.I. and Watson Discovery to assist with developing training data sets and entity extraction for HR documentation and internal wiki pages.
- Developed custom Watson Conversation APIs and dialogue flow management CMS using NodeJS, hosted on Cloud Run and App Engine.
- Developed Watson Conversation integrations with various platforms such as Slack, Web, Mobile, Zendesk, and Workday.
- Developed Watson CMS that helps content management team.
- Bulk edit intent and dialogue nodes. Integrates Google Sheets API with data curated by content team to automatically map spreadsheet data to Watson intent/dialogue data.
- Add custom feedback options for users to selected dialogue nodes.
- Test updated NeuralSeek and Watson training data made in CMS with built in custom web bot.
- Copy folders and child dialogue nodes between separate Watson Skill workspaces to avoid manual recreation of nodes.
- Create new intents and dialogue nodes with context variables to capture feedback data to integrate into custom chat logs.
- Integrated interactive voice response using IBM Watson Speech-to-Text, Text-to-Speech services.
- Mentored junior developers with application architecture and coding standards through paired programming.
- Technologies Used: React (frontend), Google Cloud, App Engine (Python API backend), BigQuery (database), Slack API to integrate chatbot for internal teams, IBM Watson Assistant - Intent, Entity, and Dialogue flow programming, NeuralSeek- Generative A.I. for bulk creation of Watson intents from PDF documents, Langchain /OpenAI GPT LLM, AWS Lambda, AWS S3 cloud storage.

Gryphon.ai

Boston, MA (Remote)

Full-Stack Developer September

August 2022 - October 2023

- Led the development of Gryph Mobile for Call Analysis, the app that maximizes productivity by arming leadership with key conversational moments to enable proactive management and sales call coaching on-the-go.
- Functional components developed using React Hooks and custom hooks for MVVM design pattern
- Collaborated with a team of 5 developers, 1 UX designer, and QA engineer to deliver features and improvements on schedule.
- Worked closely with the UI/UX team to create pixel-perfect interfaces and animations.
- Achieved 99.88% crash-free rate for daily users.
- Integrated third-party APIs and libraries, including AWS Lambda, S3 cloud storage, and DynamoDB.
- Developed custom API using NodeJS, AWS Lambda, and API Gateway.

FI\$Cal**Full-stack Developer****Sacramento, CA (Remote)****March 2021 – August 2022**

- Responsible for developing React, Angular, NodeJS applications for FI\$Cal's mission to enable California to perform budgeting, procurement, cash management and accounting functions.
- Business analysis: Interfaced with stakeholders to define project scope and objectives, ensuring alignment between technical solutions and business needs.
- Functional components developed using React Hooks and custom hooks for MVVM design pattern.
- Developed React internal chatbot application for functional team to query FAQs for essential jobs functions. for procurement and account functions using IBM Watson NLP service.
- Developed internal content management application for functional team to manage and update content for chatbot application.
- Developed conversational A.I. for IBM Watson Intent, Entity, and Dialogue flow programming.
- Technologies Used: React (frontend), Angular (frontend), IBM Watson Assistant - Intent, Entity, and Dialogue flow programming, AWS Lambda (Python API backend).

Mercedes Benz Financial Services**Watson Assistant/Full-Stack Developer****Farmington Hills, MI****Dec 2016 - Dec 2020**

- Developed MVP iOS and Android mobile applications for integration with MBFS's account management system that resulted in the development of Mercedes-Benz Financial Services' first production-ready digital employee.
- Developed conversational A.I. for IBM Watson Intent, Entity, and Dialogue flow programming.
- Integrated interactive voice response using IBM Watson Speech-to-Text, Text-to-Speech services.
- Mentored junior developers with application architecture and coding standards through paired programming.
- Achieved 99.72% crash-free rate for daily users.
- Technologies Used: Swift (iOS), IBM Watson Assistant - Intent, Entity, and Dialogue flow programming, IBM Watson – Text to Speech service, IBM Watson – Speech to Text service, Twilio – Integration with IBM Watson develop interactive voice response chatbot, AWS Lambda (Python API backend)

Blue Cross Blue Shield Michigan**Full-Stack Developer****Detroit, MI****Jan 2010 - Jan 2015**

- Developed internal productivity applications. The corporate saving was estimated at \$1.5 million. The overall saving was approximately 90%. Developed internal mobile application that allowed product manager to manage and initiate automation processes for OBI (Online Benefits Information) web applications.
- Technologies Used: Objective-C (iOS), ColdFusion (frontend), PHP (backend), SQL Server (database)

Education

Wayne State University, Detroit, MI

Business Administration - Management