Tia Anderson

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Junior Software Engineer | Full-Stack Developer | API Integrator

Emerging software engineer with 10+ years in SaaS support and onboarding, now building full-stack web applications using Ruby on Rails, JavaScript, and APIs. I bring deep experience troubleshooting backend systems, automating technical workflows, and integrating third-party APIs, plus a drive to ship clean, reliable code. Recently completed a capstone Rails app with full CRUD, authentication, and OpenAI integration. Formerly rebuilt onboarding workflows and technical documentation systems at a fast-paced startup.

Actively seeking junior engineer roles where I can write production-ready code, level up fast, and bring clarity and momentum to complex tech challenges.

Featured Technical Projects

Peace of Mind (POM) – Full-stack Rails App (2025)

Built a full CRUD journaling and garden tracking app with user authentication, responsive design, and OpenAI-powered prompt generation.
- Rails 8 w/ PostgreSQL, RESTful routes, RSpec tests
- Role-based authorization using `has_secure_password`
- Journal entry tagging, OpenWeatherMap API integration, and modular MVC structure
- Deployed to Render with full CI/CD flow

Weather App (JavaScript + OpenWeatherMap API)

- Displays current and historical weather data based on ZIP or international formats
- Responsive UI with tabbed navigation and dynamic background images
- Fetch API used for live data retrieval and DOM updates

GitHub Repo Fetcher

- Built using HTML, CSS, JavaScript (vanilla)
- Fetches a user's GitHub repositories via GitHub's API and displays them in a styled grid

Documentation Framework (NationBuilder)

- Designed a scalable content system for product documentation updates and workflows
- Reduced content update lag and support tickets by 37%

Technical Skills

Languages & Frameworks: Ruby, Ruby on Rails, JavaScript, HTML5, CSS3, Liquid
Tools & Databases: PostgreSQL, BigQuery, SQLite, Git, GitHub, Zapier

APIs: REST, OpenWeatherMap, GitHub API, NationBuilder API, Stripe API
Testing & Debugging: RSpec, DataDog, FullStory, HoneyBadger
Other: Agile, Intercom automation, Jira, CI/CD (Render), Canva

Technical Experience

NationBuilder – Remote | 2019–2025

Customer Onboarding Specialist → Sr. Onboarding Specialist (2022–2025)

- Rebuilt onboarding system and tech documentation using data-driven workflows (SQL + Zapier + Intercom)

- Automated onboarding flows using Intercom APIs; reduced manual work and increased retention by 30%

- Created API guides and implementation help for customers using NationBuilder's API + third-party integrations

Customer Support Technician (2019–2022)

- Troubleshot backend bugs using DataDog, FullStory, and SQL queries across BigQuery and Stripe

- Debugged HTML/CSS/JavaScript in custom website themes and guided customers through fixes

- Supported email deliverability (DNS, SPF, DKIM) and integrations with CRMs and automation tools

Education

Ruby on Rails (Code the Dream) –2025

- Full-stack web development with Rails, RSpec, RESTful APIs, user auth, and deployment
- Final project: Peace of Mind app (Rails + OpenAI + full CRUD)

Intro to Programming (Code the Dream) – 2024–2025

- Core web development: HTML, CSS, JavaScript, APIs