

# William Lemus

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## EXPERTISE

I am a full-stack software engineer with 8+ years of experience shipping production systems across media, restaurant, fitness, and public safety. I'm comfortable owning end-to-end technical outcomes, from architecture and implementation to production hardening and customer-facing polish. I use Claude as a core engineering tool across architecture, implementation, code review, and infrastructure generation. My consistent focus is building systems that surface actionable data to the people who need it: customers, clients, and operators.

Stack: TypeScript, React, Next.js, Node, NestJS, Ruby on Rails, Python (FastAPI/aiohttp), PostgreSQL, MySQL, Redis, InfluxDB, AWS (Lambda/Step Functions/API Gateway/ECS), Docker, Ansible, Helm, Terraform, Bazel, Tailwind, shadcn/ui, Zod, RabbitMQ.

## EXPERIENCE

### Senior Software Engineer

*RapidSOS, Inc*

**New York, NY**

Jul 2025 - Present

- Created new internal state machine action to increase security of platform
- Modernized the frontend platform from styled-components to Tailwind + shadcn/ui, adding system-driven dark mode and replacing yup with zod for form validation.
- Leveraged Claude Cloud skills to reduce time in creating new FastAPI microservice with associated helm charts and terraform configuration.
- Created new queries using Flux to aggregate data inside InfluxDB database.

### Senior Software Engineer

*Tawkify, Inc*

**New York, NY**

Jul 2024 - Jan 2025

- Built an automated user notification system (Twilio + NestJS) that proactively informed customers of product costs, increasing sales team availability and reducing manual outreach.
- Integrated Calendly and SendGrid into the customer-facing Next.js app to enable self-service meeting scheduling, eliminating manual coordination by the team.
- Maintained AWS infrastructure and managed developer onboarding/offboarding.

### Senior Software Engineer

*Arcade Solutions*

**New York, NY**

Nov 2023 - Mar 2024

- Transformed product manager feature requests into actionable engineering

tasks, milestones, and rollout strategies, serving as the technical bridge between product strategy and execution.

- Redesigned customer-facing pages in Next.js using ChakraUI to improve performance, usability, and responsiveness.
- Addressed customer support requests and application outages directly, coordinating incident response with the CS team.
- Consolidated multiple API calls into a single notification endpoint, reducing customer-facing request volume by 50%.

### **Senior Software Engineer**

**New York, NY**

*Patch Media*

Oct 2020 - May 2023

- As Technical Lead, designed an event-driven architecture (AWS Step Functions, API Gateway, Lambdas) to migrate real estate listing providers; managed a team through implementation while maintaining delivery timelines.
- Built automated content-generation microservices (Serverless Framework) that produced articles for job listings, pet adoptions, and real estate availability across 1,000+ sites, reducing turnaround from hours to minutes.
- Generated a flow enabling the business team to create tailored newsletter products without engineering intervention.
- Mentored junior engineers through pairing on software architecture and Serverless Framework patterns.

### **Software Engineer II**

**New York, NY**

*OpenTable(Acquired Venga in May 2019)*

Feb 2018 - Sep 2020

- Designed and built a user activity feed (Ruby on Rails + React) filterable by type, date, user, and location, giving customers a full audit trail of platform changes.
- Engineered a REST API (Serverless Framework) enabling third-party partners to ingest POS data.
- Optimized database query performance for end users, improving application responsiveness across the customer-facing product.

### **Technical Client Manager**

**New York, NY**

*Trayport Inc*

May 2015 - Mar 2017

- Automated data collection on user and group permissions, eliminating human intervention and errors.
- Restructured monthly metrics to increase accuracy, reduce run time from minutes to seconds, and robustness.

### **Trading Platform Delivery Engineer**

**New York, NY**

*Fidessa corporation*

Jan 2011 - Apr 2015

- Generated SQL reports used by clients to determine net gain/loss and compliance adherence; augmented the trading platform with proprietary language extensions.

## **EDUCATION**

**Hunter College - 2017**

*BA Computer Science and Physics*