Ralph Eduard Ouano

Full Stack Software Engineer

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Summary

Software engineer with experience in full stack development, healthcare production support, and AI-powered operational workflows. Hands-on work spans React, Next.js, TypeScript, Python, Vue.js, and Laravel. Combines frontend implementation and backend contributions with application maintenance, vulnerability remediation, and member-reported issue resolution.

Technical Skills

- **Frontend:** React, Next.js, TypeScript, JavaScript, Zustand, Vue.js, HTML, CSS
- **Backend and integrations:** Python, Node.js, PHP, Laravel, MySQL, REST APIs, GraphQL, Server-Sent Events (SSE)
- **AI and automation:** LangChain, LangGraph, AI-assisted development; RAG and responsible AI training
- **Cloud and delivery:** AWS, Git, GitHub Actions, Datadog, ServiceNow, code review, production troubleshooting

Professional Experience

Associate Software Engineer II | Optum Global Solutions / UnitedHealth Group

September 2024 - November 2026

- Built shared React form and chat state with Zustand, expanded member search to show program registrations and token revocations, and consolidated activity and device event queries in a Node.js Lambda.
- Built a React integration that displays AI replies via SSE, configured AWS CDK to store the Lambda endpoint URL in Systems Manager Parameter Store for each environment, and updated Python backend dependencies to address vulnerabilities.
- Took full ownership of an internal healthcare support app after handover. Managed the Kanban board, developed and delivered features, fixed build errors, and patched vulnerable dependencies.
- Prototyped a Python streaming API and a migration to ECS Fargate on separate development branches.
- Automated a recurring Rewards support workflow, reducing resolution time from about 20 minutes to near-instant.
- Reviewed teammates' pull requests for the support application, including framework, load balancer, and CI changes. Merged PRs for a Next.js security update and a frontend build fix.
- Monitored UHC Rewards service health in Datadog and resolved issues reported by members across Medicare, Individual and Family Plans, and Employer and Individual plans.
- Diagnosed a compatibility issue involving legacy and newer member records and implemented a temporary fix that restored customer service access to member information.

Software Development Engineer | Lanex Philippines

August 2023 - November 2023

- Built and maintained PHP and Laravel APIs and middleware using JSON:API standards for inventory management workflows.
- Developed responsive Vue.js interfaces and collaborated with stakeholders to translate business requirements into frontend and backend functionality.

Software Development Intern | Lanex Philippines

February 2023 - May 2023

- Led development of a full stack Vue.js and Laravel application to streamline internal HR workflows.

Education

Bachelor of Science in Computer Engineering | University of San Carlos, Philippines | May 2023

Certifications and Training

- **Optum.ai Generative AI Certification** | December 2025. Generative AI, RAG, and responsible AI in healthcare; GPT-based capstone on clinical intelligence and claims optimization.
- **AWS Certified Cloud Practitioner** | July 2024
- **AWS re/Start** | January - April 2024. 12-week cloud training with hands-on AWS services, Python, databases, Linux, networking, and automation.