

Carisse Barr

Software Engineer

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Software Engineer with years of experience in customer service and team management leveraging background in customer service to provide unique perspectives on how users interact with websites and software platforms. Currently earning a certificate in Full Stack Software Engineering from the University of Minnesota Coding Boot Camp. Innovative problem-solver who is passionate about developing apps with a focus on mobile-first design and user experience. Strengths in creativity, teamwork, clear communication, and building projects from ideation to complete execution.

TECHNICAL SKILLS

Proficient: JavaScript ES6+, Typescript, CSS3, HTML5, GitHub, Heroku, ExpressJS, React, NodeJS, jQuery, Bootstrap, SQL, NoSQL, MySQL, PWAs, OOP,

PROJECTS

Hungee! App | [GitHub Repo](#) | [Deployed App](#)

- Summary: Food app that provides recipes for ingredients you have on hand and navigation to surrounding grocery stores for any missing ingredients you don't have.
- Role: Front-end and back-end contributor, editor, and collaborator
- Tools: HTML, CSS, JavaScript, JQuery, Edemam API, Bulma CSS Framework, MapBox API, GoogleFonts.

Broker Exchange | [GitHub Repo](#) | [Deployed App](#)

- Summary: Community forum app meant to allow users to exchange or barter items of their choice with the surrounding community for other items or help with tasks.
- Role: Front-end and back-end contributor, editor, and collaborator
- Tools: W3 CSS Framework, Nodejs, MVC, Bcrypt, Sequelize, Dotenv, Express, Express-handlebars, MYSQL2, JAWSDB, Chalk npm package, Heroku.

Work Day Scheduler | [GitHub Repo](#) | [Deployed App](#)

- Summary: Scheduling app that provides the user the ability to set events in the designated time frames of business hours and allows editing or deletion of scheduled events.
- Role: Sole Contributor
- Tools: HTML, CSS, JavaScript, JQuery, DayJS API.

EXPERIENCE

Fulfillment Associate

October 2022 - Current

Target

Lanham, Md

- Met performance deadlines to ensure customer satisfaction and completion of customer orders.
- Developed and maintained team communication to ensure timely completion of orders.
- Developed a team system that simplified floor to cart to curb shopping to maintain performance and expand intake of orders to increase revenue.

Insurance Customer Service Representative

March 2021 - August 2021

Teleperformance

Richmond, Va

- Managed a team of customer service representatives to ensure the successful resolution of customer inquiries and delivery of customer service excellence.
- Effectively monitored team productivity and performance to meet deadlines while fostering a collaborative team environment.
- Developed and maintained clear communication practices to ensure customers receive accurate and timely responses to inquiries.
- Leveraged creative problem-solving to resolve customer issues and enhance the customer experience.
- Trained team members in areas of customer service, customer service protocols and customer service product knowledge.

EDUCATION**Full Stack Web Engineering**

December 2022 - May 2023

University of Minnesota

Minneapolis, MN