# Justin Carter

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github.com/Justinmemphis | justinmemphis.com (Portfolio Site)

## EXPERIENCE

**Inventory Locator Service**                                              Memphis, TN
*Technical Support Specialist II*                           *September 2024 - Present*
*Technical Support Specialist I*                *September 2023 - September 2024*
- Lead design and implementation of Zendesk messaging and chat, including creating triggers, automations, chatbot answers, troubleshooting salesforce integration, and training support agents and other staff on how to use it
- Main support person on internal API product for connecting ilsmart.com to third-party ERPs. Responsible for troubleshooting connection issues with a large number of other systems
- Support new aviation eCommerce platform using tech stack of Oro, Google Cloud Console, Apache Kafka, internal systems, and external ERPs

**Justin Carter Website Design**                                           Memphis, TN
*Owner*                                                     *December 2022 - Present*
- Created static websites for different business clients. Also consulted on SEO and social media strategy.
- Example client website - ascrails.com (website redesign for mail-order car parts)

**Legacy Wealth Management**                                               Memphis, TN
*Senior Financial Planner*                          *January 2021 - November 2022*
*Financial Planner*                                  *January 2019 - January 2021*
- Designed and delivered specific and actionable advice to clients with empathy and care. Explained complex topics to clients and staff.

## PROJECTS

**ascrails.com** | *JavaScript, Figma, Formspree, HTML/CSS*          March 2023 - July 2023
- Redesigned client website including design and creating form submission in JavaScript

**GiveCamp Memphis** | *Wordpress, Wix, GiveButter, DNS, DKIM, DMARC*   February 2023, February 2024
- Worked on several nonprofit websites as part of a nonprofit hackathon (2 years in a row)
- Helped build a donor email system for a nonprofit using GiveButter

**Better Meeting** | *AWS EC2, Ubuntu, MySQL, Apache, Node.js, Postfix, DNS, HTML/CSS*   June 2024 - Present
- Designed event hosting platform (btrmeeting.com)
- Setup front-end, back-end, and database connection
- Presented project at hackathon in San Francisco buildspace n&w s5 irl

**Business Worthy** | *JavaScript, jquery, HTML/CSS*                April 2023 - May 2023
- Created small business valuation website (business-worthy.com)
- Presented project at hackathon in San Francisco buildspace n&w s3 irl

**Portfolio Website** | *AWS S3, AWS Cloudfront, GitHub Actions, HTML/CSS*   February 2023 - Present
- Setup personal portfolio page (justinmemphis.com)
- Setup on AWS CloudFront Distribution with CI/CD through GitHub Actions

## TECHNICAL SKILLS

**Languages**: JavaScript, Python, SQL (PL/SQL, MySQL), HTML/CSS
**Frameworks**: React, Node.js, WordPress, Wix
**Developer Tools**: Git, AWS (EC2, S3, CloudFront, Route53), Ubuntu Linux, LaTeX
**Libraries**: d3.js, express.js, jquery
**Certifications**: AWS Certified Cloud Practitioner, Google IT Support Professional

## EDUCATION

**University of Memphis**                                                  Memphis, TN
*Master of Science in Accounting*

**University of Tennessee**                                               Knoxville, TN
*Bachelor of Arts in English, Minor in Business*