

**Carmen Wheeler**

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## **Professional Summary**

Highly motivated and customer-oriented professional with a strong background in customer service and management. Proven ability to handle complex situations with grace and efficiency, providing exceptional service to high-value clients.

## **Skills**

Customer service, Management, Time management, Order entry, Research, ATS, POS, Leadership, Office experience, CRM software, Retail management, Microsoft Office, Typing, Cold calling, Cash handling, Recruiting, Social media management, Communication skills, Interviewing, Inventory management.

## **Experience**

### **Freelance — Software Developer**

***May 2025–Present***

- Designed and deployed [Chaos Coordinator](#), a responsive site focused on clarity, accessibility, and intuitive navigation for overwhelmed professionals
- Collaborated with peers in the Dallas Software Developers Cohort to build Smart Gym, a full-stack fitness platform emphasizing user accountability and clean data flow
- Currently developing a wellness app with Mariposas Garden, integrating culturally resonant design and community-driven features
- Applied agile methodologies and Git version control to manage iterative feedback, resolve bugs, and maintain project momentum
- Prioritized clear documentation, inclusive UX, and ethical design principles across all projects

### **Student—Full Stack Development Bootcamp**

***Southern Methodist University November 2024 – May 2025***

- Completing an intensive, immersive program focused on full-stack web development, agile methodologies, and collaborative project work.
- Gaining hands-on experience designing, developing, and deploying dynamic web applications using HTML, CSS, JavaScript, and backend technologies such as Python and RESTful APIs.

- Collaborating in cross-functional teams to solve complex technical challenges, refine code quality, and implement version control practices using Git.
- Developing strong problem-solving, debugging, and project management skills, preparing for real-world software development challenges.

### **Senior Processing Associate – Fraud Manager Escalations**

**Genpact**, Richardson, TX October 2019 – May 2024

- Determined action required based on established procedures to protect the Bank's assets; worked with supervisors on handling complex cases.
- Placed appropriate hold on accounts with fraudulent activity.
- Tracked and documented actions taken to provide a record of activity and meet audit and compliance requirements.
- Communicated professionally with customers, merchants, financial institutions, and other personnel to resolve system problems or request additional information.
- Assisted in identifying and developing process enhancements to maximize efficiency of fraud detection activities.
- Investigated risk identified through new account filters from new account opening processes, check and ACH returns and rejects, and fraud referrals.
- Reviewed established detection system-generated alerts to identify fraudulent activity related to merchant, check, ACH, wire, digital banking, and account openings.
- Assisted Fraud Agents in call center environment and handled escalated concerns from customers and Agents.
- Approved account procedures, such as closing accounts, removing restrictions, and escalating to different teams.

### **Customer Care – Chat Specialist**

**Genpact**, Richardson, TX June 2019 – October 2019

- Received and responded to chats; gathered and verified required information.
- Developed and presented customer service solutions and suggested additional items.
- Provided information to customers and placed appropriate notes in the system indicating actions taken.
- Delivered exceptional service to high-value customers by providing best-in-class service and solutions.
- Acted as subject matter expert for product knowledge and provided excellent customer service.

### **Recruiter/Onboarding Coordinator**

**Menzies Aviation**, Fort Worth, TX February 2018 – August 2018

- Managed onboarding for new hires across multiple airport stations, including setting up drug screens and employment verifications.

- Communicated with new hires to complete employment verifications and speed up the process.
- Scheduled new hire orientations and provided employee numbers.
- Sourced job sites and social networking sites for candidates, pre-screened potential candidates, and set up interviews for Hiring Managers.

### **Verification Specialist**

***Stevens Transport***, Dallas, TX January 2017 – August 2017

- Pre-qualified candidates by screening information against company hiring criteria and DOT regulations.
- Entered details into application tracking software and followed up on incomplete/inaccurate details.
- Verified previous dates of employment and audited completed verifications to ensure compliance.

### **Packer/Shipper**

***Amazon Fulfillment***, Haslet, TX October 2016 – December 2016

- Packaged customer orders for shipment and assisted in other departments as needed.

### **Criminal Researcher**

***Cornerstone Staffing***, Dallas, TX June 2016 – October 2016

- Researched criminal records in several jurisdictions and notated reportable and nonreportable cases per client and state guidelines.

### **Investigator/Closer**

***CARCO Group Inc***, Tulsa, OK January 2014 – March 2016

- Completed background investigations for new hires; achieved production goals.
- Verified direct labor leads including education, employment, military, and DOT.
- Ensured cases were maintained in accordance with client specifications and PII protocol.

### **Education**

#### **AI Engineering for Software Developers**

DataCamp, online (Currently enrolled)

#### **Bootcamp in Software Development**

Southern Methodist University, Dallas, TX (Completed: May 2025)

***Psychology major***

DePaul University's School of New Learning, Chicago, IL (2005 – 2008)

***Clinical Massage Therapy***

Soma Institute-The National School of Clinical Massage Therapy, Chicago, IL (CMT Cert. 2000)