

# Carmen Wheeler

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LinkedIn: [/carmendwheeler](#) | GitHub: [/outsideofemit](#) | Portfolio: [Carmen Wheeler](#)

Aspiring Full Stack Web Developer currently enrolled in a Software Development Bootcamp at Southern Methodist University, with a background in customer service and management. Skilled at combining creativity and problem-solving to develop user-friendly applications. Proven ability to handle complex situations with grace and efficiency. Strong attention to detail and dedication to continuous learning.

## Technical Skills:

**Languages:** JavaScript, HTML5, CSS3, TypeScript, SQL, Python

**Technologies & Tools:** Node.js, ReactJS, Express.js, MySQL, PostgreSQL, Git, Visual Studio Code, Render, Netlify, Microsoft Copilot (AI Platform), Davinci(AI Generator)

## Projects:

**Employee Tracker** | [Employee Tracker](#)

A command-line application to manage a company's employee database. Responsibilities: Developed back-end logic and database management. Tools/Languages: Node.js, MySQL

**MooLah Budget Calculator** | [Moolah](#) | [Github Repo](#)

A web-based application to manage personal finances. Responsibilities: Designed the front-end interface and integrated API. Tools/Languages: JavaScript, HTML5, CSS3

**Vehicle Builder** | [Vehicle Builder](#)

An application that allows users to build and customize vehicles. Responsibilities: Implemented user authentication and dynamic rendering. Tools/Languages: Node.js, Express.js

## Work Experience

**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 non-reportable 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:**

*Bootcamp in Software Development*, **Southern Methodist University**, Dallas, TX (Expected completion: April 2025)

*Psychology*, **DePaul University's School of New Learning**, Chicago, IL 2005 – 2008

*CMT in Clinical Massage Therapy*, **Soma Institute-The National School of Clinical Massage Therapy**, Chicago, IL October 2000