Melissa Rivera-Franco

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EDUCATION

The University of North Carolina at Charlotte, Charlotte, NC   Expected May 2025
Bachelor of Science in Computer Science

Concentration: Software Engineering | GPA: 3.42

Curriculum: Data Structures & Algorithms, Database Design & Implementation, and Human Centered Design

South Piedmont Community College, Monroe, NC   August 2021 - July 2022

Associates in Science

TECHNICAL SKILLS
Programming Languages: **Java, Python, HTML, and CSS**

Database: **MySQL**

RELEVANT EXPERIENCE
Small Business Helper
Mariposa De Glitter, Monroe, NC   June 2022 - Present
- Created a Shopify Website and added customized code using HTML to allow for unique user input.
- Conducted email marketing to establish relationships with customers. Organized inventory and finances.
- Designed products based on customers' instructions.

PROJECTS

User Research - **HCI**   October 2023
- Group Project. In-depth analysis of the design and usability objectives of an established website. Executed usability testing involving volunteer participants who were tasked with specific objectives aligned with our established goals. The testing in conjunction with heuristic evaluations, yielded comprehensive and well-rounded results.

Online Bank - **Java**   July 2023
- Topics include exceptions, inheritance, file I/O, and arrayList.
- Managed and retrieved existing accounts using either last name or account number as identifiers. Created new accounts, deposits, withdrawals, balance inquiries, and more. Once terminated, a comprehensive file is generated as a banking receipt

Restaurant System - **Java**   July 2023
- Created an operational ordering system for a fast-food kitchen.
- The application imported existing orders from a CSV file into an ArrayList and generated end-of-day reports, providing insights into completed and pending orders.

WORK EXPERIENCE
TA(Course: ITSC 1213 Intro to Computer Science II)
UNC Charlotte, Charlotte NC   January 2023-Present
- Proctor quizzes and oversees the completion of student lab work, ensuring adherence to academic integrity and timely progression through course materials.
- Grade weekly student portfolios that include checkpoint questions, giving back constructive feedback aimed at strengthening students' comprehension and analytical skills.

Preceptor (Course: ITSC 1600 Computing Professionals)
UNC Charlotte, Charlotte NC   August 2023-December 2023

Shift Leader
Tropical Smoothie Cafe, Monroe NC   February 2021 - December 2022