Carolyn Knapp

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Education:

University of Missouri-Kansas City   December 2024
Bachelor of Arts in Computer Science   GPA: 3.79/4.00
- Dean's List (Fall 2022, Spring 2023, Summer 2023, Fall 2023)

Skills:

- **Programming Languages:**   C++, CSS, HTML, Java, JavaScript, Python
- **Software/Databases:**   Microsoft Office Suite, Microsoft Access, QuickBooks, Laker
- **Operating Systems:**   Windows 10 & 11
- **Transferrable Skills:**   Communication, Customer Service, Dependability, Empathy, Organization, Problem-Solving, Teambuilding

Projects:

SOS Board Game Development   January 2024
- Engineered an SOS game with AI and multiplayer options using OOP and GUI principles
- Implemented Simple and General game modes with dynamic scoring and sequence detection
- Applied unit tests for quality assurance in a Java/Swing-based application

CPU Scheduling   February 2024
- Developed a program to simulate SJF and SRT scheduling, analyzing their impact on system performance
- Designed to input process data, compute, and present average turnaround times for algorithm efficiency
- Documented implementation challenges and insights, highlighting code and output in a comprehensive report

Administrative Experience:

Executive Assistant/Bookkeeper
Journey to New Life, Inc., Kansas City, MO   May 2019 - September 2022
- Approved organizational and personnel funding requests within allocated budgets and revenue constraints
- Oversaw employee payroll data using QuickBooks Payroll software
- Maintained accurate records of worked hours, compensation rates, and confidential employee information

Plan Administrator
MedTrak Services, LLC, Overland Park, KS   June 2010 - October 2012
- Facilitated claims processing between clients and prescription benefits entities
- Consolidated patient billing and personal data during the claims process
- Regulated clients' employee information regarding plan benefits, costs, exclusions, and authorizations

Production/Quality Control
Ikon Office Solutions, Portland, OR   February 2005 - November 2007
- Diagnosed and resolved production errors in multi-volume case-specific products, ensuring timely delivery
- Interpreted client specifications to reproduce copies accurately and efficiently
- Collaborated with team members to streamline production processes and enhance product quality