

# Carolyn Knapp

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**Education:**

University of Missouri-Kansas City  
Bachelor of Arts in Computer Science

- Dean’s List (Fall 2022, Spring 2023, Summer 2023, Fall 2023)

December 2024

GPA: 3.79/4.00

**Commented [YM1]:** Add your academic accomplishments  
(Deans list, Student involvement, ....

**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

**Commented [YM2]:** Include your projects (2 - 3 projects)  
project Name month, year  
\*the nature of the project (2-3 Bullet points)  
\* Tools and technology used in this project

**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

**Commented [YM3]:** Follow the first example on the work experience  
add month and year  
try your best to keep each bullet point to one line

**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