Carissa Lee O'Connell

Full Stack Software Developer

Portfolio: https://carissaoconnell.github.io

https://github.com/carissaoconnell/Data-Structures

EDUCATION

Bachelor in Computer Science
Software Development
Dec 2023
GPA: 3.87

Associate in Science
Early Childhood Education
May 2012

RELEVANT COURSES
- Database Design and Architecture
- Data Structures and Algorithm Analysis
- Database Techniques
- Object Oriented Programming
- Web Page Authoring
- Software Integration, Configuration, and Testing

Programming Languages
- Java
- C++
- HTML
- CSS
- JavaScript
- SQL

CAREER OBJECTIVE

Utilize my strong problem-solving skills and a commitment to excellence to working with the team to develop and improve programs. I am excited to use my critical thinking skills and understanding of data structures to develop efficient solutions. I am also eager to exercise my skills in Java, C++, SQL, and web development to support the vision of expanding and enhancing computing, storage, networking, database abilities.

WORK EXPERIENCE

Customer Service Advocate
OptumRx

📅 April 2022 – current   📍 REMOTE

- Responded to incoming calls from customers with issues based on benefit eligibility and prescription and order statuses
- Guided and educated callers on their prescription benefits, use of plan, formulary, premiums, and claims statuses
- Assist members with navigating through the portal
- Identified issues and communicate solutions and steps to the customer, pharmacies, and physicians, with prescription orders and claims statuses
- Made outbound calls to customers on prescription orders and payment issues, requests to doctor's offices for prescriptions, and local pharmacies for prescription transfers
- Adjudicated claims with pharmacies and members

Home Educator/ Tutor
The Nurtured Child

📅 Feb 2017 – April 2022   📍 REMOTE

- Screen potential clients for compatibility
- Work with families to create a personalized curriculum
- Remote tutoring in Math and Language Arts for Elementary and Middle school levels
- Create individualized worksheets to enhance the student's understanding of the concept
- Generate anecdotal and running records of each student
- Use records and observations to create presentations for lessons in Math, Language Arts, Science, Large/ Fine Motor movement, and Practical Life skills
- Create individualized weekly activity plans for each student based on the student's interest, Child Development standards, and State Educational Standards
- Coordinate group Tutoring sessions focused on concepts in Math
- Construct aesthetically pleasing visual and tactile materials for abstract concepts in Math and Language Arts
- Commissioned to create Social-Emotional, Math, Language Arts, and Science materials for individuals, day cares, and schools
- Create financial statements for commissioned materials

- Assist families in formulating, mapping, and constructing an in-home classroom, workspace for the student, and play-area specific towards developing the student's organizational skills and productivity
- Assist families in developing Conflict Resolution practices
- Work with families to develop smooth transitions
- Record and track the progress of the student's work for the annual portfolio
- At the end of each week, I provide families with a synopsis of the student's work and a plan for the upcoming lessons
- Periodically schedule conferences with families to provide insight on their child's development, address concerns, ask for input, and provide an overall evaluation
- Use surveys and feedback from families to make improvements in my service and communication
- I have worked in individual and group settings with mixed ages ranging from toddlers, young children, pre-teens, to teenagers. I have also worked with children who were considered challenging, gifted, or with special needs

Achievements
- Students were able to absorb and demonstrate a true understanding of Math, Language Arts, and

Science concepts they were adverse towards

- Students achieved higher grades
- Students demonstrated confidence while doing independent work as they successfully solved the problem or accomplished the task independently
- Students developed self-regulation
- Students decreased the number of daily and weekly tantrums
- Families were able to resolve power conflicts

Caregiver

📅 Aug 2020 – Feb 2022   📍 SATELLITE BEACH, FL

- Communicated with a team of nurses of my mother-in-law's condition and medication schedule
- Handled all bathing and grooming
- Administered medication according to the physician's instructions
- Maintained a resource of medications
- Monitored health condition using personalized charts
- Used assistive technology devices to help her feel comfortable
- Assisted her with her physical therapy exercises
- Provided companionship

Stock Clerk
Ross Dress for Less

📅 March 2019 – March 2020   📍 SATELLITE BEACH, FL

- Demonstrated courtesy, friendliness, and professionalism at all times
- Treated all customers, associates, and leaders with dignity and respect
- Maintained a high level of awareness on the sales floor
- Maintained a clear and safe sales floor
- Corrected or reported unsafe conditions or practices to Store Leadership
- Swiftly and accurately prepared garments and shoes with security tags
- Stocked the sales floor with the latest goods

Achievements
- Earned "Associate of the Month" in October 2019 - for preventing a theft by providing service to the customer

PROJECTS

The Aloha Thread Website

Creator

February 2021 – present

- Collaborated with a team of 2 to collaborate on a layout and design that aligned with the mission of the business
- Create a user-friendly interface and navigation system with clear calls-to-action
- Designed a gallery of recently made and most popular items
- Demonstrated shipping values using JavaScript

- Used their client feedback to improve the website's content and design

Word Wizard

Creator

August 2023 - present

- Developed an iOS program that uses AI to provide users with a variety of options for reading material in multiple languages. The AI analyzes the user's proficiency level and suggests reading materials that are appropriate for their skill level.
- Designed and developed a comprehensive language learning program for Android and iOS platforms, with a focus on providing personalized and engaging learning experiences for users
- Generated the framework for the program, including:
    - User-friendly interface

- AI-powered reading material options
- A reference for saved material

Portfolio Blog

Creator
August 2023 - present

- Created and maintained a personal blog showcasing my work and achievements as a software developer.

- Designed and developed the blog using HTML, CSS, and JavaScript, with a focus on user experience and mobile responsiveness.

- Published regular blog posts on various topics related to software development, including programming languages, frameworks, and best practices.

- Used their client feedback to improve the website's content and design.