

# Carissa Lee O'Connell

*Customer Service Advocate*

Portfolio:

<https://carissaoconnell.github.io>

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

## EDUCATION

### **Bachelor in Computer Science**

Software Development

Dec 2023

Eastern Florida State College

GPA: 3.87

Melbourne, FL

### **Associate in Science**

Early Childhood Education

May 2012

Honolulu Community College

Honolulu, HI

## RELEVANT COURSES

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

## 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 development of computing, storage, networking, and 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

## **Certifications**

- SQL for Backend Developers

## **Programming Languages**

- Java
- C++
- HTML
- CSS
- JavaScript
- SQL
- Python

## **Freelance Software Developer**

📅 Jan 2022 - Present

📍 REMOTE

- Collaborated with clients to understand their unique needs and goals, and developed tailored solutions to enhance their online presence and program offerings
- Designed and built custom websites that catered to the specific requirements of clients and their target audiences, ensuring a seamless user experience and optimal functionality
- Facilitated brainstorming sessions with clients to generate innovative ideas for programs, identifying opportunities to drive engagement, improve efficiency, and increase revenue
- Developed robust data structure functions to support the backend of client programs, ensuring data integrity, scalability, and performance
- Stayed up-to-date with the latest UI/UX design principles and methodologies, applying this knowledge to create intuitive and visually appealing interfaces that met the needs of diverse user groups
- Created detailed wireframes for mobile programs, providing a clear visual representation of the user interface and user experience, and guiding the development process to ensure a high-quality final product

## **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**

### **Dark Timber Custom Knives**

*Creator*

June 2024 - Present

- Collaborated with the bladesmith to understand their brand vision, goals, and requirements for the website
- Designed a responsive, modern website that effectively communicates the bladesmith's expertise and showcases their handcrafted blades
- Implemented a gallery feature to display high-quality images of blades, with filtering and sorting capabilities
- Designed and developed a blog section for the bladesmith to share their process, techniques, and industry insights
- Integrated social media links to promote the bladesmith's online presence and community engagement
- Conducted usability testing and made iterative design improvements to ensure an optimal user experience

### **Employee Management System**

*Creator*

January 2024 – May 2024

- Implemented various PL/SQL features to ensure efficient data management and analysis
- Demonstrated expertise in data modeling, normalization, and database design and development

## 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 client feedback to improve the website's content and design.

## Word Wizard

*Creator*

August 2023 – May 2024

- Developed an iOS program that uses AI to provide users with a variety of options for reading material in multiple languages.
- The AI generates reading materials to the user's skill level, genre, and reading material option (i.e. poem, proverb, short story, etc...)
- 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



## 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 client feedback to improve the website's content and design