Carissa O'Connell

Customer Service Advocate

Email: Carissa.lee.oconnell@gmail.com

Portfolio: carissaoconnell.github.io

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

EDUCATION

Bachelor's Degree
Software/ Programming Developer
Eastern Florida State College
Dec 2023
Melbourne, FL
GPA: 3.87

Associate's degree
Early Childhood Education
Honolulu Community College
May 2012
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

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 skills in Git, Java, and C++ to support the vision of helping United Health Group connect with their customers in meaningful ways.

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
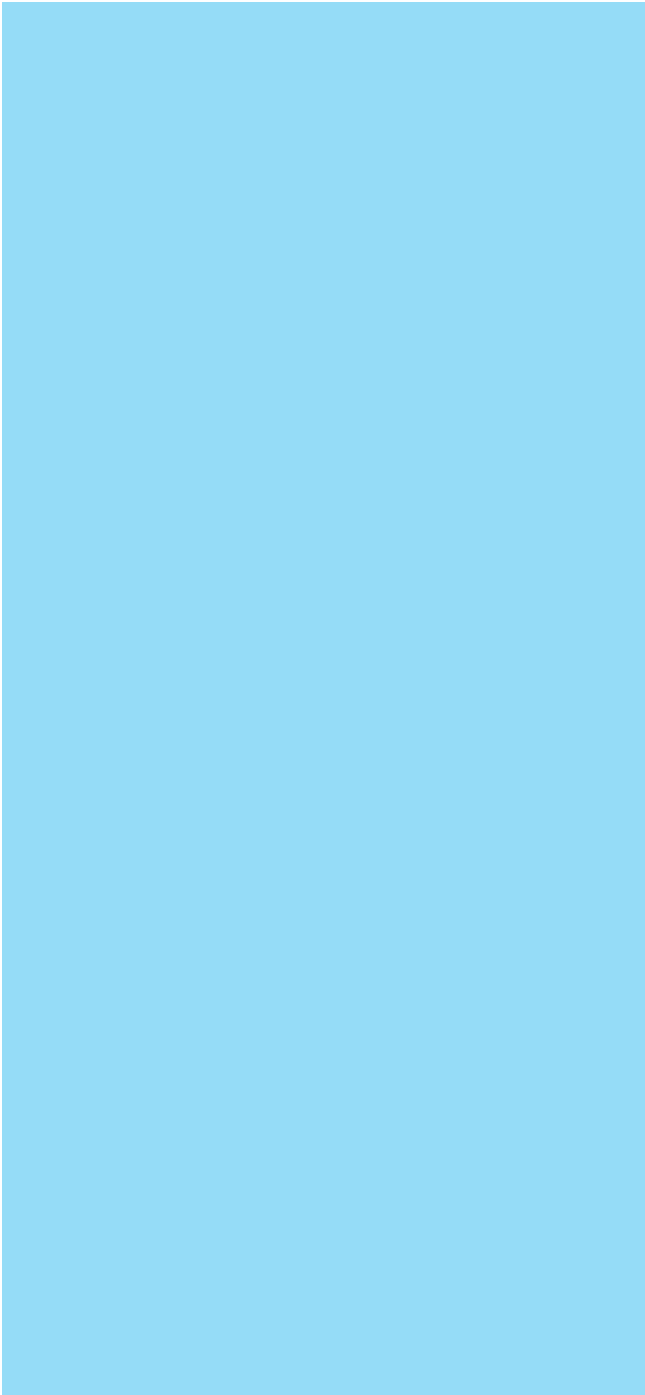
Home Educator/ Tutor

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

The Nurtured Child

📅 August 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 📍 SATELLITE BEACH, FL

2020

- 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

Receptionist
Mather Real Estates

📅 May 2013 – December 2023   📍 HONOLULU, HI
- Managed phone calls and appointments
- Organized files according to case
- Created and maintained an organized office

Clerk I (Cashier)
Down to Earth

📅 August 2013 – December   📍 HONOLULU, HI

2013
- Greeted customers with delight while quickly and efficiently creating a smooth check-out transaction at the register
- Restocked station office supplies and maintain cleanliness
- Restocked and maintained order on the shelves
- Made myself knowledgeable of the products that were offered
- Assisted customers with fulfilling their grocery needs with a willing and helpful attitude
- Cross-trained with the Grocers
- Answered the phone with courtesy and tact
- Accounted for the finances of the register at the end of the shift

PROJECTS

The Aloha Thread Website

Creator

February 2021 - current

- Collaborated with a team of 2 to collaborate on a layout and design that aligned with the mission of the business

Portfolio Blog

Creator

August 2023 - current

- Design codes for data structures and algorithms
- Create a website for users to interact and learn about me