

Carissa Lee O'Connell

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Profile

- Strong working knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Compose and proofread spreadsheets, emails, notices, and records used for data driven decisions.
- Efficient organizer of workspaces, electronic and manual files, and records, and prioritizing short/long term goals.
- A passion for using Algebra, Geometry, Trigonometry, and Statistics throughout the day.

Education

- Eastern Florida State College
Bachelor's Degree: Software/ Programming Developer
GPA: 3.87
Melbourne, FL
Dec 2023
- Honolulu Community College
Associate degree: Early Childhood Education
Honolulu, HI
May 2012

Professional Experience

OptumRx – United Health Group
Customer Service Advocate
Remote

April 25, 2022 - Present

- 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.
- 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

The Nurtured Child

Home Educator/ Tutor

(February 2014 – April 2022)

- 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

Satellite Beach, FL (August 2020 – February 2022)

- 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.
- Had a working knowledge of her medications.
- Monitored her health condition using personalized charts.
- Used assistive technology devices to help her feel comfortable.
- Assisted her with her physical therapy exercises.
- Provided companionship.

Ross Dress for Less

Stock Clerk

Satellite Beach, FL (May 2019 - March 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

The Nurtured Child

Home Educator/ Tutor

(February 2014 – Present)

- Refer to the first listing

Down to Earth

Clerk I (Cashier)

Honolulu, HI (August 2013 – Dec 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; transfer calls to the appropriate department.
- Accounted for the finances of the register at the end of the shift.

Mather Real Estates**Receptionist**

Honolulu, Hi (May 2013 – Dec 2013)

- Managed phone calls and appointments.
- Organized files according to case.
- Created and maintained an organized office.