CARISSA WYLES

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(530) 282-7295 | cwyles725@gmail.com

TECH SKILLS

HTML/HTML5, CSS/SASS/LESS, Javascript, Bootstrap v3/v5, C#, .Net MVC, .Net Core, Visual Studio, Git, BitBucket, Adobe Suite, Microsoft Suite, Google Docs, Shopify, Squarespace, Windows OS

EXPERIENCE

Steps Marketing, Chico CA (remote) — *Front End Developer / Client Support*

APRIL 2018 – May 2024

- Regularly developed and updated the front-end of web applications, utilizing HTML, CSS, JavaScript, C#, and .Net frameworks.
- Ensured cross-browser and cross-device compatibility of all web interfaces, applying responsive design principles for optimal performance.
- Collaborated closely with design and back-end teams to ensure a cohesive user experience.
- Actively managed and resolved client support tickets, providing timely and effective solutions. Recorded client interactions.

Little Red Hen Nursery, Inc., Chico CA — *Asst. Manager Online & Promotions*

APRIL 2016 – APRIL 2018

- Orchestrated daily tasks for 2 assistants and 15 developmentally disabled staff related to e-commerce web maintenance, social media management, and designing promotional graphics.
- Updated and maintained LittleRedHen.org and AutismLifespan.org. Edited Shopify templates using Liquid, HTML, CSS, and Javascript. Maintained legacy site in Adobe Dreamweaver.
- Communicated with Senior Director and Senior Manager to understand business goals and implement marketing directives in line with goals.

Milestone Technologies, Chico CA — *Tier I Customer Support Agent (Head Lead)*

OCTOBER 2013– MAY 2015

- Mentored fellow agents and took escalation calls as tech lead in a high-volume startup call center.
- Supported customers by phone, chat, and email with queries regarding Android and Chrome OS technical support.
- Navigated extensive knowledge base quickly to assist customers, and kept detailed records of client interactions.

VOLUNTEER WORK

Affinity Arts & Entertainment, Chico CA — *Social Media Management*

June 2024 - Current

Create promotional graphics in Canva and write captions in line with brand vision & voice. Post graphics to social media, create events in meetup.com, and draft emails in MailChimp to promote events, in exchange for salsa and bachata dance lessons.

CERTIFICATIONS

Coursera Career Academy for Chico State - *IBM Full-Stack Developer Certificate*

IN PROGRESS: Expected Completion November 2024

An intensive full-stack javascript developer program, developed by IBM, that covers developing websites and front-end software using HTML, CSS, JavaScript, and React. Writing, deploying, and scaling cloud-native back-end applications using Node, NoSQL databases, containers, microservices, and serverless. Employing DevOps practices and Agile methodologies using CI/CD tools.

EDUCATION

California State University, Chico — *B.S., Mathematics*

AUGUST 2011 - AUGUST 2013, Chico CA

Studied Abroad (JUNE-AUGUST 2012)

Studied Abroad in Bangalore, India through the United Study Abroad Consortium (USAC).

Butte College — *A.A., Language Arts / A.S., Mathematics*

AUGUST 2008 - MAY 2011, Oroville CA

MESA Member (AUGUST 2010-MAY 2011)

Participated as a member and math tutor in the Mathematics, Engineering, Science, Achievement (MESA) program for low-income, first-generation college students.