Carmen Rhodes

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SUMMARY

Reliable and adaptable professional with over a decade of experience in operations, planning, and team support—from warehouse floors to corporate coordination. Recently transitioned into tech through LaunchCode, developing skills in JavaScript, React, and building full-stack web applications. Passionate about problem-solving, process efficiency, and creating user-friendly tools that make everyday tasks easier. Seeking a team-oriented environment to contribute meaningful work, continue learning, and grow as a developer.

LANGUAGES | FRAMEWORKS | TOOLS

JavaScript, Java, MySQL | React, Spring, SpringBoot | HTML, CSS, Git, GitHub, localStorage, API Integration

EXPERIENCE

TrackMyStack — Front-End Project

- TrackMyStack is a React-based inventory and dashboard application for precious metal investors. It allows users to track real-time spot prices, manage their metal inventory, and locate nearby coin shops.
- Built a responsive dashboard for precious metal investors to track real-time spot prices, manage inventory, and find nearby coin shops.
- Integrated MetalPriceAPI to display live prices for gold, silver, copper, and other metals with color-coded visual indicators.
- Implemented localStorage for persistent user data and managed state with React hooks.
- Designed an intuitive UI using Flexbox/Grid, conditional rendering, and reusable React components.
- Full Project Tech Stack: React, JavaScript, HTML, CSS, MetalPriceAPI, localStorage, Git, GitHub

Everon (formerly ADT Commercial) — Maryland Heights, MO

Full-Time | Jul 2023 – Present

eSuite Coordinator | Aug 2024 – Present

- Trained 50+ commercial clients and internal employees on the eSuite customer management platform, translating technical processes into user-friendly workflows to increase adoption rates.
- Collaborated with IT, Development Support, and Customer Support teams to resolve 95% of platform access and functionality issues within SLA using CRM and ticketing tools.
- Created and maintained digital onboarding guides and internal knowledge base content, streamlining training and reducing repetitive support requests.

Customer Care Associate II | Jul 2023 – Aug 2024

- Managed high-volume inquiries for National, Commercial, LKA, and Enterprise accounts, resolving issues through system navigation, account research, and direct coordination with branch and monitoring teams.
- Provided troubleshooting and technical support for account and system issues, achieving a 95% first-contact resolution rate and meeting or exceeding daily quality and productivity targets.
- Served as a mentor for new hire training classes, guiding peers on best practices for handling escalated calls, improving customer experience, and meeting service metrics.

Independent Contractor – Operations & Logistics — mPress Enterprises Lc
May 2021 - August 2023
- Provided operational support for a small business, coordinating scheduling, dispatch, and shipment tracking to ensure on-time delivery for clients.
- Designed and maintained spreadsheets to streamline route planning and track performance metrics, improving efficiency by 15%.
- Managed vendor relationships, negotiated service agreements, and resolved issues to maintain smooth business operations.

Nike Air Manufacturing Innovation
May 2013 – May 2021
Administrative Assistant to the Planning Team | Apr 2019 – May 2021
- Analyzed forecasts, production schedules, and inventory data using Excel and custom-built automated reports, improving manufacturing trend visibility and decision-making efficiency by 20%.
- Partnered cross-functionally to optimize production workflows, ensuring on-time delivery and maximizing equipment and staffing efficiency.
- Supported leadership with data management, confidential records handling, and reporting to inform operational and strategic decisions.

Administrative Assistant | Feb 2016 – Apr 2019
- Managed scheduling systems, internal communication boards, and multi-department filing systems, ensuring smooth operations across Manufacturing and Safety teams.
- Created and maintained facility-wide digital communication assets for both internal employees and external stakeholders.
- Coordinated cross-time-zone meetings, expense reporting in Concur, and logistics for corporate events, ensuring seamless execution.

Plastic Machine Operator | May 2013 – Feb 2016
- Operated, monitored, and optimized extrusion and thermoforming machinery, applying quality control protocols to meet strict manufacturing specifications.
- Trained new team members on machine operation, safety standards, and process workflows, fostering consistency and efficiency.
- Recognized with Nike's "Just Do It" Award for exceptional performance and adherence to Lean Manufacturing principles.

EDUCATION

LaunchCode, Software Development, 2025

Lindenwood University, 2011

Psychology, Statistics