Constance Ingram

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Education

The University of Texas at Austin — Austin, TX
Bachelor of Arts, History — Aug 2012 - May 2015

Work Experience

Hotel Engine — Denver, CO (Remote)
Member Support Associate — Jan 2022 - Present

- Created reservations and payments for corporate and State of Texas employee travel while using Stripe, WEX virtual cards, Salesforce, Confluence, and internal API to troubleshoot issues
- Communicated effectively with remote team across several timezones via Microsoft Teams/Office Suite and Slack and with customers and hotels via inbound phone calls, email, and fax

Accenture @ Meta — Austin, TX
Intellectual Property Analyst (Digital Rights Operations) — Dec 2019 - Dec 2021

- Researched and actioned reports of intellectual property infringement (primarily copyright, trademark, and counterfeit) on Facebook and Instagram across multiple jurisdictions and language markets
- Exceeded ticket response and resolution KPI while maintaining QA score of 95-100% and turn around times of 24 hours to 10 minutes (varying by case priority) while providing attentive customer service
- Used government databases, internal user data, and legal operations guidance regarding IP, defamation, slander, right-to-privacy, and legally and politically sensitive content to adjudicate rights claims
- Moderated advertisements and advertising accounts and enforced content and legal policies
- Assisted managers and trainers in onboarding new hires

VIPKID — Austin, TX
English Tutor — Oct 2017 - Dec 2019

- Taught English as a Second Language to Chinese students ages 6 - 12 via an online classroom
- Successfully completed 3,000+ classes with average feedback rating of 4.8/5 from parents and students

Sterling Content LLC — Austin, TX
Writer and Editor (Self-Employed) — May 2015 - Oct 2017

- Wrote, edited, and formatted (using JavaScript, HTML, and CSS) several bestselling romance novels including Amazon All Star Bestsellers (Top 50/100 Kindle Store by month)
- Organized successful marketing campaigns via mailing lists, social media advertising, and word of mouth

Skills

Programming Languages:	JavaScript, TypeScript, Python, HTML, CSS, SQL, C++
Frameworks & Libraries:	React, Express, Next.js, Redux, Redux-Toolkit, Django, jQuery
Tools:	Git, GitHub, Docker, VSCode, Amazon Web Services, Node.js
Software:	Slack, Salesforce, Confluence, MS Teams, MS Office Suite, Adobe Creative Suite

Projects || screenshots and demos available at ConstanceIngram.dev

Dulac Tarot *Next.js (React), GPT-3, AWS S3, AWS CloudFront, PostgreSQL, Prisma* — dulactarot.com
Tarot card app offering readings and a journal. User data persisted by Heroku Postgres via Prisma ORM. Text by GPT-3. Art generated by the PyTorch Disco Diffusion notebook courtesy of @somnai_dreams. Images hosted by AWS S3 and delivered by CloudFront CDN. Styling via TailwindCSS and Framer-Motion. Deployed via Vercel with GitHub CI/CD pipeline.

Blurb Buddy *Next.js, GPT-3 API, AWS DynamoDB, Next-Auth, Prisma* — blurbbuddy.vercel.app
A GPT-3 powered idea generation tool for writers using AI to suggest characters, names, plot lines, and marketing blurbs. TailwindCSS. CI/CD via Vercel.

Wendelful Life Ranch *Next.js, Stripe, PostgreSQL, Redux, Next-Auth, Material-UI* — wendelfullife.com
Website with booking system and admin dashboard created for a Texas Hill Country tourist ranch. Redux holds and modifies reservation details in state until checkout via Stripe online payments. Admin dashboard provides details on customers, reservations, and Stripe payments. Material-UI. CI/CD via Vercel.