

Courtney Woods

Software Engineer

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level software engineer position. Ready to help team achieve company goals. Respectful self-motivator gifted at finding reliable solutions for software issues. Experienced in analyzing user requirements and software development and offering skills in great problem -solving, OOP, program development, and flutter mobile application. Fluent in Java, Python, Dart and Flutter and accustomed to working with cross-cultural, global teams.

Work History

**2024-01 -
Current**

Gig Contractor - Intuit TurboTax Expert

Omni Interactions, El Paso, United States

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.
- Answered constant flow of customer calls with minimal wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Tracked customer service cases and updated service software with customer information.
- Handled customer inquiries and suggestions courteously and professionally.
- Processed customer service orders promptly to increase customer satisfaction.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.

**2022-02 -
2022-05**

Discover AI Participant

AI4ALL - College Pathways , El Paso, Texas

- Learned about the applications and fundamental technical concepts of AI including types of

Contact

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Github

<https://github.com/Court247>

LinkedIn

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Skills

Proficient in Flutter

Proficient in Dart

Proficient in Python

Proficient in Java

Problem-solving

Software Development

Agile

Excellent in Firebase

Proficient in Mobile

Applications

machine learning, gradient descent, and neural networks

- Investigated ethical implications related to data processing and AI implementation.
- Collaborated with peers on a project that explores the impact of machine learning in healthcare and why it is important. Mostly focusing on supervised machine learning. The applications learned were supervised learning, unsupervised learning, and reinforcement learning in python
- Earned a Discover AI Certificate of Completion

**2020-05 -
2020-08**

Gig Contractor

Omni Interactions , Remote, TX

- Consulted with customers to assess needs and propose optimal solutions.
- Delivered outstanding service to customers to maintain and extend relationships for future business opportunities.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered constant flow of customer calls with minimal wait times.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Handled customer inquiries and suggestions courteously and professionally.
- Delivered prompt service to prioritize customer needs.

- Exhibited high energy and professionalism when dealing with clients and staff.
- Responded proactively and positively to rapid change.
- Reported fraudulent checks and interactions
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2015-11 -
2016-01

Senior Sales Associate

*Kaiserslautern Military Community Center,
Kaiserslautern, Germany*

- Answered customer questions about products and services, helped locate merchandise, and promoted key items.
- Kept detailed track of sales and customer information in company system.
- Provided exceptional customer service to foster client loyalty and satisfaction.
- Developed and maintained knowledge of current sales and promotions.
- Processed and stocked merchandise in accordance with store standards.
- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Handled cash register operations and customer transactions to process payments.
- Greeted customers and provided product advice to increase sales.
- Practiced loss prevention procedures
- Processed deferred payment plan, credit card, and dishonored check transactions
- Balanced daily financial transactions
- Practiced effective problem solving capabilities
- Assisted hundreds of customers per day.

2011-08 -
2012-10

Sales Store Checker

Vogelweh Commissary, Vogelweh, Germany

- Monitored self-checkout systems and provided help in resolving complex problems.
- Performed cash, card and check transactions to complete customer purchases.

- Used POS system to enter orders, process payments and issue receipts.
- Conducted inventory counts by adding each item in stock and documenting in computer system.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Worked with floor team and managers to meet wide range of customer needs.
- Responded promptly to requests for assistance, spills and customer inquiries.
- Kept cash wrap stocked, products faced and shelving free of misplaced items or trash.
- Handled cash with high accuracy and took care to check bills for fraud.
- Learned duties for various positions and provided backup at key times.
- Reconciled cash drawer at start and end of each shift, accounting for errors, and resolving discrepancies.
- Identified and resolved discrepancies and errors in customer accounts.
- Processed refunds and exchanges in accordance with company policy.
- Helped customers navigate applications and in-store technology to deliver best-in-class experiences.

Education

2016-05 -
2023-12

Bachelor of Engineering: Computer Science

The University of Texas At El Paso - El Paso, TX

- Extracurricular Activities: Discover AI Participant
- Awarded Discover AI Certificate of Completion
- Relevant Courses: Data Structures, Elem. Data Struct./Algorithms, Adv. Object-Oriented Programming, Comp Arch I: Comp Org/Design, Software Eng: Requirements Eng, Software Eng: Design & Implement, Computer Networks, Computer Security, Software Construction

Projects

TopTier

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June 2023 – current

- A Flutter mobile application that enables users to view the tier lists of their preferred mobile gaming characters.
- Uses Firebase
- Utilizes Firebase's authentication, storage, and firestore functions to store data and login information.
- Uses Flutter and Dart
- Website to use JavaScript and Node.js

Lightweight Intrusion Detection System

Courtney Woods and Teammates

August 2023 – December 2023

- A lightweight intrusion detection system (LIDS) was developed for DEVCOM customers that allows the program to take in configuration files to know the parameters of what it is supposed to look out for. The system detects port scans, unauthorized connections to devices, and failed login attempts. The project is composed of three components: LIDS, LNIDS, and LIDS-D. The LIDS-D component enables an analyst to view all incoming data traffic alerts. They can export specific packets via JSON, XML, or CSV and see the different levels of alerts (Low, Mid, High), source IP, source port, destination IP, destination port, reason for alert, and time of detection. The LNIDS component is connected to a specialized device, Raspberry Pi, where it intakes data traffic, stores data traffic, detects, creates alerts, and sends it to LIDS-D. The LIDS component performs the same functions but on a computer run by another analyst. It also intakes data traffic, stores data traffic, detects, creates alerts, and sends it to LIDS-D.
- Backend uses Python
- Frontend uses JavaScript/Node.js
- Stored data traffic in .db file

Recipe App

Courtney Woods and Teammates

August 2023 – December 2023

- A flutter mobile application that allows users to create a profile, browse through a recipe database and favorite or like recipes. Users can also add their own recipes
- Uses Firestore
- Utilizes Firestore's authentication, storage, and firestore
- Store recipe data in firestore collections

- uses Flutter and Dart for back and frontend