Justin Carter

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github.com/Justinmemphis | justinmemphis.com (Portfolio Site)

EXPERIENCE

Inventory Locator Service   Memphis, TN
Technical Support Specialist II   *September 2024 - Present*
Technical Support Specialist I   *September 2023 - September 2024*
- Lead design and implementation of Zendesk messaging and chat, including creating triggers, automations, chatbot answers, troubleshooting salesforce integration, and training support agents and other staff on how to use it
- Main support person on internal API product for connecting ilsmart.com to third-party ERPs. Responsible for troubleshooting connection issues with a large number of other systems
- Support new aviation eCommerce platform using tech stack of Oro, Google Cloud Console, Apache Kafka, internal systems, and external ERPs

Justin Carter Website Design   Memphis, TN
Owner   *December 2022 - Present*
- Created static websites for different business clients. Also consulted on SEO and social media strategy.
- Example client website - ascrails.com (website redesign for mail-order car parts)

Legacy Wealth Management   Memphis, TN
Senior Financial Planner   *January 2021 - November 2022*
Financial Planner   *January 2019 - January 2021*
- Designed and delivered specific and actionable advice to clients with empathy and care. Explained complex topics to clients and staff.

PROJECTS

ascrails.com | *JavaScript, Figma, Formspree, HTML/CSS*   March 2023 - July 2023
- Redesigned client website including design and creating form submission in JavaScript

GiveCamp Memphis | *Wordpress, Wix, GiveButter, DNS, DKIM, DMARC*   February 2023, February 2024
- Worked on several nonprofit websites as part of a nonprofit hackathon (2 years in a row)
- Helped build a donor email system for a nonprofit using GiveButter

Better Meeting | *AWS EC2, Ubuntu, MySQL, Apache, Node.js, Postfix, DNS, HTML/CSS*   June 2024 - Present
- Designed event hosting platform (btrmeeting.com)
- Setup front-end, back-end, and database connection
- Presented project at hackathon in San Francisco buildspace n&w s5 irl

Business Worthy | *JavaScript, jquery, HTML/CSS*   April 2023 - May 2023
- Created small business valuation website (business-worthy.com)
- Presented project at hackathon in San Francisco buildspace n&w s3 irl

Portfolio Website | *AWS S3, AWS Cloudfront, GitHub Actions, HTML/CSS*   February 2023 - Present
- Setup personal portfolio page (justinmemphis.com)
- Setup on AWS CloudFront Distribution with CI/CD through GitHub Actions

TECHNICAL SKILLS

Languages: JavaScript, Python, SQL (PL/SQL, MySQL), HTML/CSS
Frameworks: React, Node.js, WordPress, Wix
Developer Tools: Git, AWS (EC2, S3, CloudFront, Route53), Ubuntu Linux, LaTeX
Libraries/Other: d3.js, express.js, jquery, Responsive Web Design, Web Content Accessibility Guidelines, Section 508
Certifications: AWS Certified Cloud Practitioner, Google IT Support Professional

EDUCATION

University of Memphis   Memphis, TN
Master of Science in Accounting

University of Tennessee   Knoxville, TN
Bachelor of Arts in English, Minor in Business