

James Wesley Clark

(202) 999-0984 | wes.clark1998@gmail.com | [linkedin.com/wesley](https://www.linkedin.com/in/wesley) | github.com/wesley

EDUCATION

Tufts University

Bachelor of Science in Computer Science, Minor in Science, Technology, and Society

May 2021
Medford, MA

WORK EXPERIENCE

Filevine

L2 Technical Support Engineer

February 2023 – Present
Salt Lake City, UT

- serve as the sole support resource for the API and its related products for customers, third-party partners and internal departments
- collaborate with the Filevine Support management on the integration of the API Support team into the general Filevine Support team, particularly in reporting and addressing API bugs
- define the processes and best practices for the communication regarding and transfer of API support issues for the general Support team
- advise on and build tools within Zendesk to expedite the resolution of API issues
- in conjunction with the Strategic Partnerships team, advise partners on building integrations for the platform

API Support Engineer/Automations Specialist

November 2021 – January 2023

- resolved technical issues from clients and partners regarding the Filevine API, Workato, and Zapier through Zendesk
- implemented automations for the Filevine platform and integrated other softwares into Filevine using Workato to streamline workflows and deliver value for Enterprise and Mid-Market clients such as law firms and government agencies
- consulted with clients on automating their Filevine environment through Workato and Zapier
- recreated and reported bugs and documentation issues concerning Filevine product areas to their internal stakeholders
- developed training and testing materials for users of varying levels of technical expertise, such as the Filevine Automations/Workato training and the Postman collection for the Filevine API
- built and advised on internal automation processes within the company in departments such as Support, Marketing, and Sales Operations
- trained new employees in support for the REST API and automations applications and the implementation of the automations service

Settlyt

Software Engineer Intern

June – August 2019/2020
Cambridge, MA

- Wrote production code in Swift for the iOS app and in JavaScript with React for the website
- Designed, programmed, and automated comprehensive unit testing for the mobile and web platforms
- Implemented UIs, algorithms, and architecture for iOS app and web platform to ensure positive user experience
- Participated in strategic analysis and development of high-level architecture and software logic
- Maintained an accessible codebase for the platforms through documentation, code reviews, and debugging
- Researched, presented on, and implemented new technologies and services to add functionality
- Worked efficiently in the fast-paced, Agile environment of a social network startup

PROJECTS

Movie Recommender API | *Python, Flask, Heroku, Natural Language Toolkit, Pandas, Pycharm, Github*

- Created a API for a movie recommendation system that employs natural language processing
- Designed a filtering mechanic based on overlap of genres and keyword similarity in order to return the five movies most similar to an input movie
- Implemented a API using Flask that is efficient and effective for other developers
- Hosted the API on Heroku and used Github for version control and distribution management
- Utilized a Kaggle database of movies to find the information on a wide range of movies and refined the database for a more applicable and manageable source using the Pandas API and storing it as a CSV file