

# April Tibbs

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## Software Developer in St. Louis, MO

Analytical IT professional with coding, quality assurance testing and installation experience who is able to manage time effectively and work collaboratively with others. Seeking an Information Technology role that values my technical background, positivity and service-centric mindset.

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## WORK EXPERIENCE

Uni-Source 2000, Saint Louis, MO

### Software Developer/Technical Support — January 2015 - March 2018

- Designed end user software and queried data from the server using SQL statements. Addressed reported concerns within 120 minutes. Resolved reported client software issues within 1 business day.
- Reviewed install documentation to verify that procedures were clear and concise.
- Translated old software code from RPG to VB.Net.
- Installed software on client servers.
- Diligently monitored support tickets in an online system for prompt resolutions.

First Banks, Hazelwood, MO — February 2005 - December 2014

### Policy & Procedure Analyst I — October 2010 - December 2014

### First Call Support Specialist — July 2007 - October 2010

### Branch & Ops Support QA Analyst I — August 2006 - July 2007

- Served as the primary internal contact for concerns related to the bank's policies and procedures.
- Internally communicated bank policies and procedures, projects, software releases, and compliance issues through weekly newsletter distribution.
- Collaborated with various personnel to convey any changes of methodology.
- Resolved complex operational exceptions and compliance concerns for branches and corporate support departments.
- Identified inefficiencies in existing procedures, training or systems support and worked with other departments to eliminate the gap.
- Analyzed systems to create department-wide policy and procedures.
- Identified problem areas within department operations, developed solutions, tested these changes to prevent errors, and trained team members on enhanced procedures.

## EDUCATION

**LaunchCode**, LC101 Programming Course — 2018

**University of Missouri-Saint Louis**, BS, Information Systems — 2014

## SKILLS

### PROGRAMMING LANGUAGES

- C++
- Java
- VB.Net
- SQL
- JavaScript
- HTML5/CSS3

### FRAMEWORKS

- .NET
- AngularJS

### DATABASES

- MySQL
- MongoDB

### TOOLS

- Spring
- Visual Studio

## EXPERTISE

- Quality assurance testing
- Troubleshooting complex systems
- Using established processes to achieve efficiency
- Customer service
- Interpersonal skills
- Collaboration