April Tibbs

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. Evaluated operational procedures and possible market and vendor changes, assembling information for the development of new policies as needed.
- Internally communicated bank policies and procedures, projects, software releases, and compliance issues through weekly newsletter distribution.
- Conducted visits, surveys, audits, and evaluations to improve operational policies.
- Collaborated with Marketing, Product Management, Audit, Compliance, and Training personnel to convey any changes of methodology.
- Provided supplemental training materials, as appropriate..
- Actively identified ways to improve the bank's service delivery.
- Identified inefficiencies in existing procedures, training or systems support and worked with other departments to eliminate the gap.
- Tested corporate systems and made quality improvement recommendations on bank processes. Examined data in the core systems, focusing on enhancements, conversions, and merger opportunities.
- Identified problem areas within department operations, developed solutions, tested these changes to prevent errors, and trained team members on enhanced procedures.

SKILLS

PROGRAMMING LANGUAGES

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

FRAMEWORKS

- **.NET MVC**
- **AngularJS**
- **Spring**

DATABASES

- **MySQL**
- **MongoDB**

TOOLS

- **IntelliJ**
- **Visual Studio**
- **Git**
- **NotePad++**
- **Excel**
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EXPERTISE

- **Quality assurance testing**
- **Troubleshooting complex systems**
- **Using established processes to achieve efficiency**

- Uncovered innovative ways to improve existing operations and testing methodology.

EDUCATION

LaunchCode, LC101 Programming Course — 2022

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

PROJECT EXPERIENCE

ProductPal — Inventory Management System

- Designed to manage products and product categories for a client and correctly notify clients of overages/shortages in product supply.

•**Customer service**
•**Interpersonal skills**
•**Collaboration**

AWARDS

First Bank Fraud Prevention Award for identifying a person trying to negotiate a fraudulent check against the bank and preventing a potential loss.