

# Tiberius James

Software Engineer | Front-End Developer | Project Management

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## SUMMARY

Results-oriented professional skilled in software engineering and operations, driving efficiency and achieving KPIs through analysis and collaboration.

## PROJECTS

### Barter Buddy

- Developed a social media web app focused on knowledge exchange through bartering, enhancing user experience with real-time chat functionality & personalized user profiles
- Delivered an interactive dashboard & activated real-time notification through JavaScript, FastAPI, CSS/HTML, Python3, PostgreSQL, React, GSAP, & Trello technologies
- Led UI/UX development & wireframing efforts as the project UI Owner, elevating overall project aesthetics & providing backend support when required

### DewList

- Designed an app merging SQL, Python, FastAPI, React & CSS to empower users with varied access levels for seamless task execution, updates, & management, highlighting robust timestamp controls alongside pause/resume functionality

## CERTIFICATIONS

Software Engineering  
With JavaScript and Python  
**Hack Reactor** 06/2025

## EXPERIENCE

### Fraud & Claims Ops Rep I

Wells Fargo

07/2022 - 10/2023 Des Moines, IA

- Created fraud claims & reduced client losses by 23% through analyzing spending habits & trends using internal systems
- Guided & mentored new hires in collaboration with team leadership to enhance clear communication & structured problem-solving, resulting in a 40% boost in productivity
- Exceeded KPI goals by achieving a 95% resolution rate for assigned claims, surpassing targets for response time, customer satisfaction, & productivity

### Customer Service Associate II

US Cellular Corporation

01/2020 - 02/2021 Marion, IA

- Resolved billing issues & handled technical inquiries, applying critical thinking under pressure to decrease billing disputes by 30% through root cause analysis
- Transformed team dynamics & boosted team efficiency by 30% through interactive workshops focused on strengthening leadership & fostering collaboration skills

## TECHNICAL SKILLS

Backend Programming Languages: Python, PostgreSQL, FastAPI  
Software Engineering Technologies and Development: Debugging, Troubleshooting, Code Review, Pair Programming, Agile Development, Object Oriented Programming  
Frontend: React, HTML/CSS, JavaScript, DOM manipulation  
DevOps & Platforms: Git, Microsoft Office, Google Docs, Docker, Pydantic

## EDUCATION

### Bachelor's Degree in Criminal Justice

Colorado State University

8/2016 - 8/2018

Denver, CO

### Associates Degree in Computer Systems and Network Technology

Vatterott College

09/2009 - 02/2011

Des Moines, IA

Key Coursework: Adv. Operating Systems, Principles of Networking, Network Administration & Security, Enterprise Networks