

# Tiberius James

Service Desk Specialist | Software Development | Technical Support

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## SUMMARY

Service-desk specialist with over 8 years' experience troubleshooting Windows, hardware, and mobile apps. Skilled in ticketing systems (SLA-driven), 62 WPM, and delivering clear customer support with actionable product insights.

## KEY ACHIEVEMENTS

### Operational Impact & Leadership

- Optimized service delivery, boosting efficiency, and reducing repair turnaround times.
- Led and mentored technical team, significantly enhancing productivity and customer satisfaction.

### Audit and Training Highlights

- Trained 10 new analysts on premium audit report preparation, cutting onboarding time 30 %.
- Delivered an 70% increase of efficiency with new hires, reducing overall call handle time

## 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 & Collections II

US Cellular

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 Operations Manager

2Fish Technology and Repair LLC

10/2011 - 12/2019 Oskaloosa, IA

- Oversee all technical service delivery for repairs, office setups, and IT services, ensuring efficiency and quality.
- Lead, mentor, and develop a team of technical staff, fostering a culture of high performance and excellent customer service.
- Managed projects with independent remote technicians, demonstrating self-direction.
- Diagnosed and resolved 30 + daily hardware/software tickets (Windows, macOS, printers, VOIP, iOS, Symantec Ghost, achieving 98 % first-call resolution.

## TECHNICAL SKILLS

Windows OS Troubleshooting, PCs, MAC, iOS, Laptops, Desktop Software Installs, Imaging, Customer support (chat, web support, phone, email), Microsoft Office, Network Administration, Diagnostic Utilities, Active Directory, Report Writing, Software Engineering Programming, ServiceNow, Password Resets, Customer Call Handling, SQL, Agile Learner

## EDUCATION

### Associate Degree in Computer Systems and Network Technology

Vatterott College

09/2009 - 02/2011 Des Moines, IA

### Bachelor's Degree in Criminal Justice

Colorado State University

08/2016 - 08/2018. Denver, CO