James Batiste

JB

Little Elm, TX, United States
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7732557610
Portfolio:
https://jbatiste1089.github.io/Portfolio/

A recent graduate from the University of Phoenix seeking an entry-level position to apply passion and remarkable ability for designing creative software to improve an organization's productivity and efficiency in order to fulfill goals and initiatives. A versatile, dedicated professional who is driven to achieve or surpass a company's standards when it comes to delivering high-quality software solutions. Knowledge of Java, JavaScript, C++, SQL, .NET, and Python experience. An excellent listener who can express technical knowledge in a comprehensible manner. Provides a solid background in creative problem-solving as well as a demonstrated ability to multi-task and focus in fast-paced, stressful circumstances.

PROFESSIONAL EXPERIENCE

Website Manager–Volunteer

Janny B's Non-Profit Organization, Little Elm, Texas, United States | March 2022 - Present

- Manage and maintain the website, including content, design, updates, technology, and systems.
- Responding to and troubleshooting all website issues.
- Update HTML, CSS, and JavaScript regularly.

Technical Support Specialist

New York Life Insurance Company, Plano, Texas, United States | March 2022 - October 2023

- Resolve tickets representing staff-generated technical requests or problems and troubleshoot technical issues to maintain productivity.
- Redirect unresolved issues to the next level of support personnel.
- Provide support through IM, over the phone, or via remote access.

Claims Assistant/IT Helpdesk Associate

Sedgwick, Plano, Texas, United States | July 2019 - February 2022

- Apply sound judgment in responding to and resolving customer queries, service complaints, and questions related to charges and bills.
- Provide technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Provide answers to clients by identifying problems, researching answers, and guiding clients through corrective steps.

Technical Support Specialist

Spectrum, Irving, Texas, United States | August 2018 - July 2019

- Stay up-to-date on new products to promote sales and answer inquiries from customers.
- Answering over 50 phone calls per day and responding to customer questions on diverse items, online orders, and other services.
- Apply technical skills in rendering technical support and troubleshooting multiple devices and equipment.

EDUCATION

Bachelor's Degree in Information Technology

University of Phoenix | January 2020 - December 2023

Associate Degree in Information Technology

University of Phoenix | January 2020 - March 2021

Advanced Software Developer Certificate

University of Phoenix | January 2020 - August 2020

KEY SKILLS

- Software as a Service (SaaS)
- GitHub
- Visual Studio
- MySQL
- Web development
- HTML5
- CSS
- JavaScript
- Python
- UI & UX
- Node.js
- Git
- Debugging

REFERENCES

Adrian Rosales

Casey Products

arosales@gmail.com

708-834-0985

Christopher Allen

Ford Motor Company

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773-841-9015

Wayne Peyton

Ford Motor Company

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773-663-1016

- Troubleshooting
- Problem-Solving
- Application Support
- Critical Thinking
- React.js
- TCP/IP
- LAN/WAN
- Remote System Analysis
- Microsoft Office 365
- Support Ticket System Management
- CRM Software