

James Batiste

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Portfolio: <https://jbatiste1089.github.io/Portfolio/>

Objective

Highly motivated and detail-oriented IT graduate with a strong foundation in software development, database management, and network administration. Proficient in JavaScript, Python, HTML, CSS, and SQL. Experienced in software support and troubleshooting. Adept at collaborating with diverse IT teams to identify solutions for complex technical issues. Seeking an entry-level position in Software Development to apply my skills and knowledge to help the organization achieve its goals.

Technical Skills

HTML5/CSS3 | JavaScript | Python | Bootstrap | SQL | Creative Problem-Solving | React | Responsive Design | Visual Studio | PHP | .NET | C++ | Java | Agile Software Development | UX/UI Design | Application Development |

Education

Bachelor of Science in Information Technology - University of Phoenix

January 2020 - December 2023

Advanced Software Developer Certificate - University of Phoenix

January 2020 - August 2020

Experience

Janny B's Non-Profit Organization, Little Elm, Texas

March 2022–Present

Junior Frontend Developer

Work with Senior Developers to learn and implement new techniques to develop and build software suitable for users' needs.

- Improved user experience by developing user-friendly and responsive website layouts, resulting in a 15% increase in user engagement
- Contributed to the development of user-friendly and responsive website layouts using HTML, CSS, and JavaScript for 30 website projects
- Collaborated with senior engineers to optimize the website and ensure cross-browser compatibility, resulting in a 20% improvement in website performance

New York Life, Plano, Texas

March 2022–October 2023

Help Desk Support

Delivered knowledgeable technical support by communicating clearly and effectively with customers.

- Investigate and respond to support requests via email, phone, and remote control software
- Consistently met call handling goals by closing an average of 47 calls per day with an 80% first call resolution ratio
- Resolved customer complaints and concerns with strong communication skills

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Sedgwick, Plano, Texas

July 2019–February 2022

Claims Assistant/IT Helpdesk Associate

Respond to tech inquiries via email, through online chats, or over the phone.

- Ensure requests are fulfilled and tasks are completed by coordinating complex tasks between departments and external partners
- Provide technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance
- Deliver support to team members to identify appropriate solutions for issues using the company knowledge base, resulting in a 5% reduction in escalations

Spectrum, Irving, Texas

August 2018–July 2019

Technical Support Specialist

Acted as first point of contact for all cable, phone, and internet issues.

- Utilized advanced diagnostic tools to help address technical inquiries
- Worked with upper management to streamline troubleshooting processes as well as create and maintain appropriate troubleshooting procedures
- Communicate empathetically with frustrated customers to resolve problems and calmly guide them through the troubleshooting process

References

Adrian Rosales

Casey Products

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Christopher Allen

Ford Motor Company

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Wayne Peyton

Ford Motor Company

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