James Batiste

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

An outstanding entry-level web developer with a strong work ethic, exceptional innovation, and a stellar customer service record. An individual who is passionate about creating innovative software to increase an organization's output and effectiveness in order to meet objectives and campaigns. Profoundly skilled in a wide range of computer languages, as well as the principles and processes of website design and management. Highly adept at communicating complicated technical knowledge to a wide range of professional and general audiences in a clear and accessible way.

PROFESSIONAL EXPERIENCE

Junior Frontend Developer–Volunteer

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

- Contribute to the development of user-friendly and responsive website layouts using HTML, CSS, and JavaScript.
- Collaborated with senior developers to implement new features and functionalities to improve user experience.
- Assisted in optimizing website performance and ensuring crossbrowser compatibility.

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 various items, online orders, and other services.
- Apply technical skills in rendering technical support and troubleshooting multiple devices and equipment.

EDUCATION

Bachelor of Science in Information Technology

University of Phoenix, Phoenix, AZ | January 2020 - December 2023

Associate of Arts in Information Technology

University of Phoenix, Phoenix, AZ | January 2020 - March 2021

Advanced Software Developer Certificate

University of Phoenix, Phoenix, AZ | January 2020 - August 2020

KEY SKILLS

- GitHub
- Visual Studio
- SQL
- Web development
- HTML5/CSS3
- Responsive Design
- JavaScript
- Python
- UX/UI Design
- Bootstrap
- jQuery
- Debugging
- Agile Development
- Problem-Solving

REFERENCES

- **Adrian Rosales**

  Casey Products

  arosales@gmail.com

  708-834-0985

- **Christopher Allen**

  Ford Motor Company

  c.allen1029@yahoo.com

  773-841-9015

- **Wayne Peyton**

  Ford Motor Company

  waynep1512@gmail.com

  773-663-1016

- Cross-Browser Compatibility
- Node.js
- React.js
- Angular.js
- React.js
- Remote System Analysis
- Microsoft Office 365
- Wordpress
- Critical Thinking
- Attention to Detail
- Git