

James Batiste

Little Elm, TX, United States | 7732557610

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

Highly motivated and detail-oriented IT graduate with a strong foundation in computer programming, database management, and network administration. Proficient in Java, 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 information technology to apply my skills and knowledge to help the organization achieve its goals.

Professional Experience

Janny B's Non-Profit Organization, Little Elm, Texas, United States
Junior Frontend Developer

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 Cross browser compatibility.

New York Life Insurance Company, Plano, Texas, United States
Help Desk Support

March 2022 - October 2023

- Provided technical support to customers via telephone, email, remote connection, and ticketing system.
- Provided PC and mobile support to resolve 10+ client issues daily.
- Ensured 100% customer satisfaction by implementing effective strategies and eliminating the root causes of customers' technical issues.

Sedgwick, Plano, Texas, United States
Claims Assistant/IT Helpdesk Associate

July 2019 - February 2022

- Aided Claims Managers through phone contact and correspondence as required.
- Provide technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Assisted in the implementation of new IT systems, reducing system errors by 25%.

Spectrum, Irving, Texas, United States
Technical Support Specialist

August 2018 - July 2019

- Resolved customer complaints and ensured customer loyalty by providing excellent customer service.
- Maintain a 93% or higher customer satisfaction rating and received acknowledgement from management for achieving a top-three ranking in resolution times.
- Communicate empathetically with frustrated customers to resolve problems and calmly guide them through the technical support process.

Education

Bachelor of Science in Information Technology January 2020 - December 2023
University of Phoenix at Phoenix, AZ

Associate of Arts in Information Technology January 2020 - March 2021
University of Phoenix at Phoenix, AZ

Advanced Software Developer Certificate January 2020 - August 2020
University of Phoenix at Phoenix, AZ

Key Skills

GitHub
Visual Studio
SQL
Web development
HTML5/CSS3
Responsive Design
JavaScript
Python
UX/UI Design
Bootstrap
jQuery
Debugging
Agile Development
Problem-Solving
Cross-Browser Compatibility
Node.js
React.js
Angular.js
React.js
Creative Problem-Solving
Microsoft Office 365
WordPress
Critical Thinking
Attention to Detail
Git
Teamwork and Communication

References

Adrian Rosales

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Christopher Allen

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Wayne Peyton

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