

# James Batiste

Web Developer

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## Professional summary

Innovative and technically proficient IT Specialist with 5 years of experience in information technology. Known for adeptness in software and hardware upgrades, device updates, and end-to-end troubleshooting. Strong problem-solving and analytical thinking skills. Excellent communicator and able to interact with all levels of management. Experienced in working in different environments that embrace new technology.

## Employment history

### **Janny B's Non-profit Organization | Website Designer-Volunteer | Plano, TX**

*Jun, 2019 - Present*

- Planned, implemented, managed, monitored, and upgraded the organization's website.
- Updated HTML, CSS, and JavaScript regularly.
- Responded to and troubleshooted all website issues.

### **New York Life | Technical Support Specialist | Plano, TX**

*Mar, 2022 - Present*

- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Providing support through IM, over the phone, or via remote access.
- Document all interactions made with customers with detailed case notes.

### **Sedgwick | Claims Assistant/IT Helpdesk Associate | Plano, TX**

*Jul, 2019 - Mar, 2022*

- Provided assistance to Claims Managers through phone contact and correspondence as required.
- Served as the first point of contact for customers seeking technical assistance over the phone or email.
- Provided technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.

### **Spectrum | Technical Support Associate | Irving, TX**

*Aug, 2018 - Jun, 2019*

- Answered incoming telephone calls and general questions when appropriate.
- Provides answers to clients by identifying problems, researching answers, and guiding clients through corrective steps.
- Applied technical skills in rendering technical support and troubleshooting multiple devices and equipment.

## Education

### **Bachelor of Science in Information Technology | University of Phoenix | Phoenix, AZ**

*Jan, 2020 - Apr, 2023*

# Education

**Associate of Arts with Concentration in Information Technology | University of Phoenix | Phoenix, AZ**

*Jan, 2020 - Mar, 2021*

**Advance Software Developer Certificate | University of Phoenix | Phoenix, AZ**

*Jan, 2020 - Aug, 2020*

# Skills

**Software and Hardware Diagnostics** *(Experienced)*

**Customer Services and Satisfaction** *(Expert)*

**Web Development** *(Skillful)*

**Java** *(Skillful)*

**Windows OS** *(Expert)*

**Python** *(Skillful)*

**C#** *(Skillful)*

**JavaScript** *(Skillful)*

**Desktop and Virtual Support** *(Experienced)*

**Communication** *(Expert)*

**Microsoft Office** *(Expert)*

**C++** *(Skillful)*

**Linux** *(Experienced)*

**HTML** *(Skillful)*

**Microsoft Visual Studio** *(Skillful)*

**CSS** *(Skillful)*

# Courses

**Java Programming I | University of Phoenix**

*Aug, 2020 - Sep, 2020*

**.NET I | University of Phoenix**

*Mar, 2020 - Apr, 2020*

**DATA PROGRAMMING LANGUAGES | University of Phoenix**

*May, 2022 - Jul, 2022*

**C++ Programming I | University of Phoenix**

*Jun, 2020 - Jul, 2020*

# Links

[Linkedin](#)

[My Portfolio](#)

# References

**Adrian Rosales**

*Casey Products*

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**Christopher Allen**

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# References

**Wayne Peyton**

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