

JAMES L. BATISTE JR.

📍 1800 Christopher Creek Drive, Little Elm, Texas 75068

☎ 773.255.7610 ✉ jbatiste1089@gmail.com

<https://github.com/JBatiste1089>

IT TECHNICAL SUPPORT | WEB DEVELOPER | SOFTWARE ENGINEER

QUALIFICATIONS PROFILE

Focused, innovative, and technically proficient professional, offering proven experience in information technology, with focus on technical service operations and customer relations. Known for adeptness in software and hardware upgrades, device updates, and end-to-end troubleshooting. Commended for the ability to interact with all levels of management and individuals, establish rapport, and deliver successful strategies, while exceeding objectives and expectations. Accustomed to working in different environments that constantly embrace new technology.

AREAS OF EXPERTISE

Software and Hardware Diagnostics | Technologies Installations and Maintenance | User and Client Experience
Systems Configuration and Repair | Desktop and Virtual Support | Customer Services and Satisfaction | Claim
Adjusting | Coding | Financing and Accounting | Computer Programming | Communication | Web Development |
Data Analysis | Cloud & Cloud Security | DevOps | Time Management | Flexibility | Full- Stack Development | IT
Automation

RELEVANT EXPERIENCE

NEW YORK LIFE • PLANO, TX

Technical Support Specialist

Mar 2022–Present

- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Redirect unresolved issues to the next level of support personnel.
- Attending training sessions and conferences to stay current with best practices on how to help customers with technical issues.
- Providing support through IM, over the phone, or via remote access.
- Document all interactions made with customers with detailed case notes.

SEDGWICK • PLANO, TX

Claims Assistant/IT Helpdesk Associate

Jul 2019–Mar 2022

- Provide assistance to Claims Managers through phone contact and correspondence as required.
- Entered detailed claim file notes in file management database daily in accordance with instructions from the Claims Handlers.
- Answered incoming telephone calls and general questions when appropriate.
- Provides technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Serve as the first point of contact for customers seeking technical assistance over the phone or email.

SPECTRUM • IRVING, TX

Technical Support Associate

Aug 2018–Jun 2019

- Applied sound judgment in responding to and resolving customer queries, service complaints, and questions related to charges and bills
- Actively participated in in-person meetings with clients, focusing on evaluating, troubleshooting, and diagnosing hardware problems
- Determined contracts with near expiration, while contacting customers for renewals
- Coordinated with “high-valued” prospects to resolve several largest disputes.
- Performed additional supervisor-level responsibilities, including monitoring calls to ensure quality and mentoring employees on ways to be more efficient and effective.
- Established strong relationships with customers for repeat business by providing high level customer services, explaining new products and benefits, and ensuring customer satisfaction.

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AT&T • CHICAGO, IL

Technical Support - Temporary

Sep 2017–Oct 2017

- Kept abreast of current items to address customers' questions and to support sales
- Took charge of answering over 50 phone calls per day and responding to customer questions on diverse items, online orders, and other services
- Applied technical skills in rendering technical support and troubleshooting multiple devices and equipment.
- Strengthen working environment and customer service in coordination with company staff.
- Significantly reached 98% in customer satisfaction level by providing effective query response and problem resolutions strategies
- Succeeded in meeting set-forth targets through setting deadlines.

OTHER EXPERIENCE

JANNY B'S NON-PROFIT ORGANIZATION • PLANO, TX

Website Manager

Jun 2019–Present

BANK OF AMERICA • FORT WORTH, TX

Vault Clerk – Temporary

Apr 2018–Aug 2018

KELLY SERVICES • ROMEOVILLE, IL

Shipping and Receiving Clerk – Temporary

Nov 2017–Jan 2018

EDUCATION

Bachelor of Science in Information Technology, 2023

University of Phoenix | Phoenix, AZ

Associate of Arts with Concentration in Information Technology, 2021

University of Phoenix | Phoenix, AZ

Advance Software Developer Certificate, 2020

University of Phoenix | Phoenix, AZ

ACTIVITIES

Volunteer Computer Instructor Assistant, St Philip Neri

TECHNICAL ACUMEN

Microsoft Office | Java | C++ | Google Drive | Windows OS | iOS | Linux | Workday | MySQL | Python
HTML | XML | .NET | C# | Microsoft Visual Studio | Ruby