JAMES BATISTE

IT SPECIALIST

1800 Christopher Creek Drive, Little Elm,
United States, 75068

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7732557610

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

MAR, 2022 - PRESENT
Technical Support Specialist, New York Life, Plano, TX

• 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.

JUL, 2019 - MAR, 2022
Claims Assistant/IT Helpdesk Associate, Sedgwick, Plano, TX

• 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.

JUN, 2019 - PRESENT
Website Manager, Janny B's Non-profit Organization, Plano, TX

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

AUG, 2018 - JUN, 2019
Technical Support Associate, Spectrum, Irving, TX

• 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

JAN, 2020 - APR, 2023
Bachelor of Science in Information Technology, University of Phoenix, Phoenix, AZ

JAN, 2020 - JUN, 2021
Associate of Arts with Concentration in Information Technology, University of Phoenix, Phoenix, AZ

JAN, 2020 - AUG, 2020
Advance Software Developer Certificate, University of Phoenix, Phoenix, AZ

SKILLS

Software and Hardware Diagnostics ●●●●○	Desktop and Virtual Support ●●●●○
Customer Services and Satisfaction ●●●●●	Communication ●●●●●
Web Development ●●●○○	Microsoft Office ●●●●●
Java ●●●○○	C++ ●●●○○

SKILLS

Windows OS
●●●●●

iOS
●●●●●

Linux
●●●●○

MySQL
●●●○○

Python
●●●○○

HTML
●●●○○

.NET
●●●○○

C#
●●●○○

Microsoft Visual Studio
●●●○○

Ruby
●●●○○

JavaScript
●●●○○

CSS
●●●○○

COURSES

AUG, 2020 – SEP, 2020
Java Programming I at Unversity of Phoenix

MAR, 2020 – APR, 2020
.NET I at Unversity of Phoenix

MAY, 2022 – JUL, 2022
DATA PROGRAMMING LANGUAGES at Unversity of Phoenix

JUN, 2020 - JUL, 2020
C++ Programming I at Unversity of Phoenix

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