

## William Bautista

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### EDUCATION

**Montclair State University (MSU)**, Montclair, NJ

September 2018–May 2022

Bachelor of Science in Computer Science,

Minor in Mathematics

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### TECHNICAL QUALIFICATIONS

**Operating Systems:** Windows 10, macOS, Chrome OS

**Software Tools:** Beyond Trust Remote Support, Slack, Microsoft Word, PowerPoint, Outlook, Excel, XAMPP, Anaconda Navigator, Jupiter Notebook, Visual Studio Code, PyCharm, GitHub, Brackets, Eclipse

**Website Tools:** ServiceNow, Workday, Banner, cPanel, Canvas, Safari, Firefox, Google Chrome

**Coding Languages:** Java, Python, HTML, CSS, MYSQL, PHP

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### EXPERIENCE

**Phone Support Technician, Division of Information Technology, MSU**

January 2019 – December 2022

- Engaged with customers promptly through telephone, email, and in-person interactions at the front desk, ensuring a responsive and customer-focused approach for a community of 17,000 users
- Proficiently utilized the ServiceNow platform to generate detailed incident reports and efficiently closed tickets, contributing to a streamlined and organized workflow.
- Orchestrated the seamless loan process for laptops and audiovisual equipment, catering to the needs of academic staff, adjunct faculty, and facility personnel.
- Demonstrated adept technical prowess in diagnosing and resolving issues related to computers, printers, and various technology devices, ensuring uninterrupted functionality
- Collaborated with teammates and higher-tier technical support to resolve issues, fostering a culture of teamwork, problem-solving, and comprehensive documentation.
- Resolved a diverse range of software and hardware issues across macOS, Windows, and Chrome OS computers. Additionally, adeptly handled technical challenges on both Android and iPhone devices.

#### **Canvas Support Technician**

- Provided comprehensive assistance to teachers in creating and managing class courses on the Canvas platform.
- Educated students on various aspects of Canvas usage, including guidance on submitting assignments, emailing teachers, and imparting general Canvas knowledge.
- Delivered seamless support to students and teachers, ensuring minimal disruptions in an online learning environment.
- Facilitated clients in seamlessly accessing pertinent account data, employing methods such as password resets.