Jason Batingan

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SUMMARY

After gaining experience in the tech field, I had transitioned to customer service roles, focusing on troubleshooting and support. Now, eager to return to the tech industry, I bring strong problem-solving skills, user-focused communication, and a renewed passion for technology.

EDUCATION

Circuit Stream Software Development Bootcamp | Online   *September 2025 - Present*

Product Management Bootcamp certification

Relevant Courses**:** Foundations of Software Development, JavaScript Foundations, Back-End Development, Full-Stack Integration, Algorithm and Structural Foundations, Front-End Development, Deployment/Mobile Deployment,

Renton Technical College | Renton, WA   *September 2014 - December 2017*

Associates of Applied Sciences

Relevant Courses**:** Data Structures & Algorithms, Fundamentals of Computer Science, Computer Networking & Architecture

TECHNICAL SKILLS

Programming Languages: C#, Python, HTML/CSS, SQL, JavaScript
IT Skills: Troubleshooting, Network, Isilon, Command Line

TECHNICAL EXPERIENCE

Technical Support Engineer | Dell EMC | Seattle, WA   *January 2019 - December 2019*

- Provided customer support for Isilon, a scale-up NAS storage solution, through phone and web meetings.
- Utilized command line tools to troubleshoot and diagnose technical issues.
- Managed all email communication and business processes via Salesforce.
- Developed strong expertise in Isilon, while effectively leveraging internal resources for issues outside my domain.

WORK EXPERIENCE

Customer Service Representative | Walman Optical | Kent, WA   *April 2021 - Present*

- Applied broad knowledge of DVI software, lens material, and AR coat compatibility to resolve complex customer inquiries and technical challenges.
- Developed strong relationships with accounts by providing timely and professional support, ensuring customer satisfaction.
- Worked as a team lead - Led a team of office clerks and data entry staff, providing guidance and support to ensure daily operations ran smoothly.

ACHIEVEMENTS

Specialist- Platform Engineer, Isilon v 3.0, Dell EMC April 2019

Information Storage and Management v 3.0, Dell EMC Jan 2019

Applications Developer, RTC Dec 2017