Jason Batingan

jason.batingan1@gmail.com • https://www.linkedin.com/in/jason-batingan/

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

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, SQL
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.

Shift Lead | GoPoke | Seattle, WA   **October 2020 - April 2021**

- Led by example in multitasking, performing various tasks simultaneously while maintaining high-quality standards.
- Maintained a clean, organized kitchen environment to support efficient and safe food preparation.
- Maintained a fast-paced, customer-centric environment, consistently providing timely service while managing multiple orders.

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