# JOSSHUA BALITA

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## PROFESSIONAL SUMMARY

Entry-level developer with hands-on experience in projects and a solid grasp of front-end frameworks and back-end. My background in technical support and customer service has honed my ability to understand user needs, troubleshoot issues effectively, and provide practical solutions. Committed to continuous learning, exploring new technologies to stay up-to-date with industry trends and advancements. Eager to contribute to a dynamic development team, I aim to apply my problem-solving skills and collaborative approach to develop scalable, efficient, and user-centric applications while continuing to grow professionally within the tech industry.

## EMPLOYMENT HISTORY

**YouVersion, Volunteer**                                                                           **Jan 2024 - Present**
**Application Support Specialist | Edmond, OK, USA**

- Worked remotely, leveraging digital tools to provide timely email support, promptly address user queries, and expertly troubleshoot issues, ensuring high user satisfaction and seamless experiences
- Proactively identified and reported software bugs, leading to substantial enhancements in product stability and performance
- Fostered strong team communication, leading to quicker issue resolution and improved teamwork

## EDUCATION

**Bow Valley College**                                                                               **Jan 2023 - Present**
**Computer Science Diploma | Calgary, AB**

- Relevant Coursework: Algorithms & Data Structures, Web Programming, Object Oriented Programming, Relational Databases , User Experience Design, Project Management
- Cumulative GPA: 3.93

**NPower Canada**                                                                                   **Sep 2021 - Dec 2021**
**IT Analyst Program Certificate | Calgary, AB**

- Assembled and configured custom computer systems, including hardware, software, and operating systems, while providing networking, mobile device setup, and comprehensive customer support

**Jasper High School**                                                                              **Sep 2015 - Jun 2021**
**High School Diploma | Jasper, AB**

## PROJECTS

**College Portal Website**
**Full-Stack Web Application**

- Created a dynamic web application using React, Node.js, and MongoDB, enhancing user experience and streamlining academic and administrative tasks

## SKILLS

Java / C#
Databases
Web Programming
User Support
Written & Verbal Communication
Collaboration
Time Management
Git/ GitHub
Docker/ Kubernetes