

JOSSHUA BALITA

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<https://josshuabalita.netlify.app/> · Calgary, AB, Canada

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 | Remote

- 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

University of Lethbridge

Sep 2025 - Dec 2027

PD BSc Computer Science | Calgary, AB

Bow Valley College

Jan 2023 - May 2025

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

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