SABASTIAN HIGHTON
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SKILLS

Software Development, GitHub, Help Desk Support, Computer Repair, SQL, Python

EXPERIENCE

Progressive Victory — Remote
Software Engineer — Oct 2026 - Present

- Next.js framework, Typescript, VSCode IDE, deployed on Vercel, codebase management with Git, using ESLint and Prettier for formatting
- Finding new and solving posted issues on GitHub via branch management and pull requests to the codebase
- Communicating with fellow engineers and seniors to maintain efficient problem resolution
- Sharing my work through weekly meetings where engineering strategy is communicated
- Specializing on the website repo, and working with discord bot development via Spraxium framework

Prime Care Technologies — Duluth, GA
Help Desk Analyst — May 2025 - Sep 2025

- Diagnosing and resolving network outages collaborating with ISPs and vendors improving up time and reducing MTTR. Taking on Jr. Network Analyst responsibilities after hours.
- Providing network support by monitoring through Zabbix and bouncing ports in configuration terminals
- Using RDP, SureMDM, MobaXterm, LogMeIn to troubleshoot and resolve hardware and software issues
- Updating documentation of detailed problem resolution actions in Salesforce
- Closing 10+ tickets daily while creating new tickets from inbound calls using Zoom Contact Center

Best Buy — Canton, GA
Geek Squad Consultation and Repair Agent — Sep 2024 - May 2025

- Awarded MVP contributing to both hardware and software repairs to save our customers valuable time
- Award-winning productivity across Best Buy locations in my region performing repairs over the counter
- Generating a team-high revenue per hour for the store using proprietary inventory and repair software
- Providing positive, timely service to customers during the check-in and checkout process

Dell (Contract), Lenovo (Contract) — Atlanta, GA
Computer Repair Field Technician — Jul 2024 - Oct 2024

- Certified Dell and Lenovo service provider as an onsite repair technician using my own tools
- Providing excellent customer service during all points of the customer experience and contacting by phone
- Providing timely and accurate hardware replacements including updating BIOS and drivers in Vantage/SA
- Handling the picking up and returning of parts for service from FedEx

EDUCATION

University of North Georgia — Dahlonega, GA
BS Computer Science — **GPA: 3.92/4.0** — **December 2023**
Summa Cum Laude

CERTIFICATIONS

- Dell Certified Repair Technician
- Lenovo Certified Repair Technician
- Preparing for Google Cloud Certification: Machine Learning Engineer