

Joshua Garber - Software Developer
San Francisco | 215-499-1619 | joshuagarber215@gmail.com | [LinkedIn](#) | [GitHub](#)

Tools & Skills

MongoDB - Express - NodeJS | Python -
Django | MongoDB - Express - React -
NodeJS | PostgreSQL
GitHub | Heroku

Atlassian (Confluence, JIRA) | HubSpot
CRM

Education & Certifications

The University of Pittsburgh, Bachelor of
Science in Natural Sciences, graduated
2008

Codecademy: Intro to HTML, November
2022 | Intro to CSS, January 2022

LinkedIn Learning: CSM Fundamentals,
October 2022

General Assembly Software Engineering
Immersive, March - June 2023

Experience

Redeam Technology | Remote | June 2021 - November 2022

Partner Integrations Manager

- Exceeded revenue goals by 30% through the implementation and development of Customer Success processes (onboarding, adoption, renewals, upsells, retention) through CRM tasks, automations and projects.
- Achieved an increase in market visibility by effectively educating and training clients, resulting in a higher number of successful partnerships with connectivity partners.

Amazon Logistics | San Francisco, CA | July 2020 - April 2021

Delivery Station Operations Manager

- Created employee KPI dashboards utilized for task management and training of 50 associates, which led to a 10% decrease of employee turnover.
- Project Manager: Onsite Covid-19 Testing, Seasonal Employee Recruitment.

Grand Circle Travel | Northern California | January 2020 - March 2020

Account Manager

- Prospected accounts via established and novel lead generation channels to manage sales of international travel packages.
- Orchestrated large group interactive presentations, including the development of presentation materials and the collection/evaluation of feedback, resulting in a 10% increase in bookings.

Incredible Adventures | San Francisco, CA | January 2017 - March 2019

Senior Operations Manager

- Sourced and onboarded vendors to increase efficiency in tour management, leading to a 10% cost reduction and 30% increased availability on established itineraries.
- KPI management for employees, leading to a 40% increase in customer feedback scores and 15% increase in seasonal employee retention.

- Overhauled the recruitment process to reduce costs and increase availability of tours and potential revenue, reducing onboarding time by 50%, costs by 10%, and exceeded hiring quota by 25%.
- Coordinated social media marketing campaigns which increased sales 10%.

American Adventures | Wharton, NJ | March 2014 - January 2017

Operations Manager

- Developed a training program for seasonal employees, leading to a 10% increase of employee satisfaction and 15% increase on customer feedback surveys YoY.
- Trained, and managed a team of 20 driver guides/year and achieved the highest customer feedback score for employee teams each year.
- Supported more than 100 employees in the east coast region with daily meetings and on-call 24/7 incident management responsibilities.

American Adventures | Santa Rosa, CA | June 2011 - March 2014

Tour Manager

- Created itineraries and guided travelers on multi-week outdoor adventure tours throughout North America, consistently achieved feedback in the top 5%.

Community Involvement

Uncommon Law Volunteer, June 2020 - present

- Writing letters during volunteer sessions to engage in positive reinforcement for nonviolent prison inmates.

Volunteer with San Francisco Marin Food Bank, June 2018 - present

- Deliver groceries to seniors.

Varsity Gay League Dodgeball Captain and Referee, January 2018 - January 2023

- Manage team roster and schedule, assist with league administration and enforce rules during games.

Host for International Student Tour Groups, June 2019 - June 2021

- Provide historical walking tours for student tour groups from the London Business School.

High School Lacrosse Coach, October 2014 - May 2016

- Coached the defense at Brother Martin High School in New Orleans.