

# JOSHUA BOTT

Salt Lake City, UT

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Results-driven Web Developer with a strong foundation in sales and service, leveraging this background to excel in effective communication and delivering tangible outcomes. Skillfully combines problem-solving aptitude, technical expertise, and exceptional interpersonal abilities to overcome challenges and achieve success. Committed to delivering top-notch code, optimizing website performance, and creating outstanding user experiences.

## TECHNICAL SKILLS

**Technical Languages:** JavaScript, HTML5, CSS3, JQuery, Express, Node.JS, Bootstrap, Handlebars.JS

**Applications:** Insomnia, Slack, Github, Heroku, MS Office Suite

**Other Skills:** Electronic Repair, Leadership, Customer Service, Sales, Communication

## PROJECTS

**CareConnect** | <https://github.com/pdangerfield/CareConnect>  
<https://vast-beach-72570.herokuapp.com/>

**About:** Care Connect is a full stack web application that enables users to manage employee information within an organization.

**Contribution:** Routes, Authentication, Chart.js, Collaborated on UX and architecture

**Technologies:** Javascript, Node.JS, Express Sessions & Cookies, Handlebars.JS, Chart.JS

## EXPERIENCE

**Digital Customer Service Support**  
**Morgan Stanley**

2023 – Current  
South Jordan, UT

In my current role, I assist clients and employees with issues related to the website, apps, and other needs. I provide prompt and comprehensive support, ensuring their concerns are addressed and resolved effectively. With a strong focus on delivering world-class service, I greet and assist clients with utmost professionalism and a commitment to exceeding their expectations.

**IT Consultant**  
**A&B Mechanical Contractors**

2021 – 2023  
Salt Lake City, UT

As an IT Support Technician, my role involved providing on-call support for various IT needs. I specialized in configuring new devices such as phones, tablets, and computers specifically for field employees, ensuring they were ready for immediate use. Troubleshooting hardware and software issues for employees was a crucial part of my responsibilities, ensuring smooth and uninterrupted workflow.

**Pro Sales Manager**  
**Lowes**

2021 – 2022  
Salt Lake City, UT

As an Account Executive, my primary focus was on meeting the service needs of accounts while driving business growth for Lowes. I actively engaged with existing accounts, building strong relationships and identifying opportunities to increase sales and market share by outperforming competitors. Additionally, I pursued new account acquisitions, expanding Lowes' customer base and driving additional business. Over the course of each year, I consistently generated sales revenue exceeding \$1 million. Leveraging CRM software, I effectively managed and nurtured customer relations, ensuring personalized and timely communication.

**District Manager**  
**Fixit Mobile**

2018 – 2021  
Salt Lake City, UT

As the District Manager, I oversaw operations, sales, and growth for eight locations within Utah. My responsibilities included driving new and existing locations to achieve record-breaking profits, while establishing and maintaining relationships with local businesses. I conducted interviews and hiring processes for all positions in the district. I led district and company-wide meetings to communicate goals and expectations. Collaborating with store leadership, I aligned growth goals and oversaw troubleshooting, configuration, and repair activities for electronic devices. Additionally, I trained staff members to be self-sufficient, exceeding operational expectations.

## **EDUCATION**

**Full Stack Web Development Boot Camp Certificate:** University of Utah, Salt Lake City, UT

A 24-week program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

**Some College:** SLCC, Salt Lake City, UT

Completed 2 semesters of general education courses in pursuit of a business management degree.