

# Josh Surber's Resume

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## OBJECTIVE

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Bring over 20 years of expertise in relationship-building from managing food service and retail environments, as well as 20 years in freelance web development experience, into an established company.

## PROFESSIONAL SUMMARY

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Keep operations efficient and smooth by delivering successful leadership and team management at all levels. Experienced in administering budgets, overseeing personnel needs and solving routine and complex problems. Proactive in capturing new customers and business opportunities.

## SKILLS

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- Client account management
- Relationship building
- Recruitment
- Customer service-oriented
- Effective leader
- Organized
- Verbal and written communication
- Consistently meet goals
- Budgeting
- Staff training/development
- Coaching and mentoring
- Sale expertise
- Conflict resolution
- Employee scheduling
- Budget development
- Efficient multitasker
- Operations management

## TECH STACK

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- **Applications** | [gSuite](#) | [MS Office](#) | [VSCode](#) | [Vim/NeoVim](#)
- **Design** | [CSS](#) | [HTML](#) | [Liquid](#) | [Markdown](#) | [Sass](#)
- **Programming** | [11ty](#) | [Git/GitHub](#) | [JavaScript](#) | [jQuery](#) | [Lua](#) | [Node](#) | [PHP](#) | [WordPress](#)
- **Database** | [MariaDB](#) | [MySQL](#) | [PostgreSQL](#) | [SQLite](#)
- **Linux** | [Arch](#) | [Debian](#) | [Fedora](#) | [Kali](#) | [Manjaro](#) | [Mint](#) | [RedHat](#) | [Ubuntu](#)

## WORK HISTORY

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### FREELANCE WEB DEVELOPER, *Cross Key Studios*

2003 - present

- Generate and convert leads
- Created a reputation for giving the client what they need even when they don't know
- Generated clear and concise proposals and contracts based on customer needs and value-based pricing
- Create and deliver a site meeting the clients' needs
- Ongoing maintenance of sites past launch

## **STARBUCKS LEAD, *Target***

July 2022 – present

- Utilize a well-established training plan to properly develop 10-12 team members as Starbucks-certified baristas
- Hold my team accountable for results as measured by profitability and customer satisfaction survey
- Maintain cleanliness and sanitation of café area

## **STORE MANAGER, *Starbucks***

November 2020 – June 2022

- Oversee hiring and training of 35-40 team members using company training systems
- Maintained cleanliness and presentation of restaurant
- Held my teams accountable to deliver product quality and safety
- Ensured industry-leading food safety standards
- Troubleshoot POS and other restaurant technology
- Perform preventative maintenance on equipment to save on costly repairs

## **ACADEMY TRAINER, *Walmart NHM***

March 2020 – November 2020

- Utilize company-approved training systems to ensure all members of my team were well-equipped to perform the tasks of their jobs
- Oversaw inventory control and ordering of products to keep products in stock
- Created feature displays to drive sales
- Tracked sales and other metrics to drive profitability

## **GENERAL MANAGER, *Whataburger***

February 2012 – February 2020

- Oversaw inventory by ordering precise quantities of stock and executing corrective actions to drive profitability
- Maximized efficiency by coaching and mentoring 50-60 personnel on food safety principles, industry practices and company procedures
- Assessed financial statements and P&L reports to evaluate performance, develop targeted improvements and implement changes resulting in a gross operating profit of 3-5%
- Utilized cleaning and maintenance schedules to ensure operation was sanitary, and all equipment was operating at peak efficiency
- Develop familiarity with all technology for purposes of troubleshooting.
- Managed budget implementations, employee reviews, training and schedules
- Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans
- Increased revenue streams by reducing costs, managing schedules and performing variance and risk analysis to implement corrective actions
- Received superior customer service satisfaction scores for 13 consecutive quarters
- Reviewed performance data to monitor and measure productivity, goal progress and activity levels
- Enhanced operational success through effective staffing, strong training, adherence to safety regulations and well-timed customer service