Josh Surber’s Resume

* San Antonio, TX
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## OBJECTIVE

Seasoned manager transitioning to a role as a front-end developer. I’m seeking to bring my customer-first passion into user-centered design to delight customers, dream big, work big and build big, and never take no for an answer.

## SKILLS

* **Front end**
  + [CSS](https://www.w3.org/TR/CSS) ★★★★★
  + [HTML](https://developer.mozilla.org/en-US/docs/Glossary/HTML5) ★★★★★
  + [JavaScript](https://developer.mozilla.org/en-US/docs/Web/JavaScript) ★★★★☆
  + [jQuery](https://jquery.com) ★★★★☆
* **Back end**
  + [Node](http://nodejs.org) ★★★☆☆
  + [PHP](https://www.php.net/) ★★★★☆
  + [WordPress](http://wordpress.org) ★★★★☆
  + [elementor](https://elementor.com/) ★★★☆☆
  + [11ty](http://11ty.dev) ★★★☆☆
* **Tools**
  + [Git](http://git-scm.org) ★★★☆☆
  + [VSCode](http://code.visualstudio.com) ★★★☆☆
  + [Liquid](http://liquidjs.com) ★★★★☆
  + [Markdown](http://markdownguide.org) ★★★★★
  + [Sass](https://sass-lang.com) ★★★★☆
  + [SalesForce](https://salesforce.com) ★★★☆☆
* **Database**
  + [MySQL](https://www.mysql.com) ★★★★☆
  + [PostgreSQL](https://www.postgresql.org) ★★★☆☆
  + [MariaDB](http://mariadb.org) ★★★★☆
* **Linux** ★★★★☆
  + [Ubuntu](http://ubuntu.com)
  + [Fedora](http://getfedora.org)
  + [Arch](http://archlinux.org)

## WORK HISTORY

### DEVELOPER/OWNER (part-time), *cross key studios*

2013 – present

cross key studios contracts as the primary web developer of [Prime Web Design](http://primewebsa.com), in addition to several solo projects.

#### SELECTED PROJECTS

##### [surber.us](https://surber.us) (2023, source at <https://github.com/joshsurber/surber.us>)

I use my personal site to try out new things I’m learning. Over the years it has been a static group of pages, a LiveJournal, a TextPattern site, a WordPress site, a Jekyll site, numerous custom-made CMS solutions using PHP and MySQL, and most recently, 11ty.

##### [Asclepius MD](https://asclepiusmd.com/) (2023)

* Worked as part of a remote, three-person team to prepare the site for launch.
* Set up the base Shopify site and integrated Stripe payment gateway.
* Ensured performance and SEO, as well as testing responsive browser compatibility across a wide range of devices

##### [TnT Cakery](https://tntcakery.com) (2022, source at <https://github.com/joshsurber/tntcakery.com>)

* Worked with client to develop a web presence (domain, logo, color scheme, and more)
* Implemented site using HTML, CSS, and JavaScript
* Utilized Netlify CMS and 11ty for hosting

##### [IGNiTE GOD’S LITE](https://ignite-gods-lite.com) (2022, source at <https://github.com/joshsurber/ignite-gods-lite.com>)

* Implemented an end-to-end site redesign while working with the client to retain certain elements & aesthetics. Written in custom HTML and CSS with Netlify forms integration.
* Streamlined client intake process by providing immediate client intake packet and calendar invite
* New site resulted in over 50 hours of work saved and hundreds of dollars in hosting fees

### TECH SUPPORT SPECIALIST, *Office Ally*

March 2023 – Present

I am on the team offering customer-facing phone technical support for the Office Ally suite of applications used to manage medical practices. I helped troubleshoot problems from users from single-person chiropractic practices to entire hospitals.

### STARBUCKS STORE MANAGER, *Starbucks/Target*

November 2020 – January 2023

I led a team ranging from 12 – 30 with a focus on customer experience and cleanliness. By being customer service oriented, I built relationships with peers, employees, customers, and vendors.

### GENERAL MANAGER, *Whataburger*

February 2012 – February 2020

I led a team of 45 – 65 focusing on coaching and development. I consistently met goals of sales, labor, food cost, and cleanliness standards by training and delegating effectively.