Seth Shober

Web Developer. UI/UX.

sethshober.com

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What I've Done

Web Developer 2012 - Present - Github: sethshober

- Full stack JavaScript: Node, Express, Mongo on backend
 Frontend focused on beautiful UI and simple UX
- Believe in using vanilla JS until a framework is actually needed
- Constantly learning the newest technologies and best practices
- Active in the community and meetups
- Oreator of learnjswith.me, learntheterminal.com, inspired.run

Developer Support Engineer | New Relic 2015 - Present

- Provide senior support to developer-customers on Ruby/ Python/Node Agents, and Browser, Synthetics, and Insights products, working to create the best customer experience while reducing friction between Support, Engineering, and Sales Organizations
- Act as department subject matter expert in Node and JavaScript, and liaison to Node development team, representing Support department, working directly to reproduce issues and write scripts and tests
- Support sales team, including executive-level members, to close prospective customers with multi-million dollar accounts
- Author training framework utilized across Support teams
- Commit bug-fix code to Node Agent along with other code-fixes appropriate to my role and approved by development teams
- Create internal and external documentation to increase knowledge for technical customers and our teams, resulting in a better experience and decreased customer support load
- Collaborate with engineering teams to secure further training and mentorship on Node, JavaScript, and Ruby during off-hours to continually expand skills

Teaching Assistant | Portland Code School 2015

Teach web development foundations: HTML, CSS, JavaScript, Git, Terminal

Co-Founder | Donation Digital 2012-2013

- Built digital music store that partnered with charities and shared profits
- Contact major record labels to gain knowledge on proper steps to legally sell 20+ million digital songs
- Write business plans, negotiate deals, design/code frontend

Helpdesk Technician | Turner Investments 2012 - 2014

 Support - Use Salesforce to monitor/maintain tickets; Primary contact for employees; software / hardware troubleshooting, vendor relations

Appalachian Trail Thru-Hike 2012

- Backpack 7 days a week, across extreme terrain/weather, 2000+ miles
- Learn invaluable skills: self-motivation, determination, commitment, discipline, goal setting, and the sheer will to succeed

Stonewall | Caddie 2008 - 2013

- Build rapport, develop/maintain relationships of high networth individuals
- Cater to, and fulfill, the needs of club partners; network

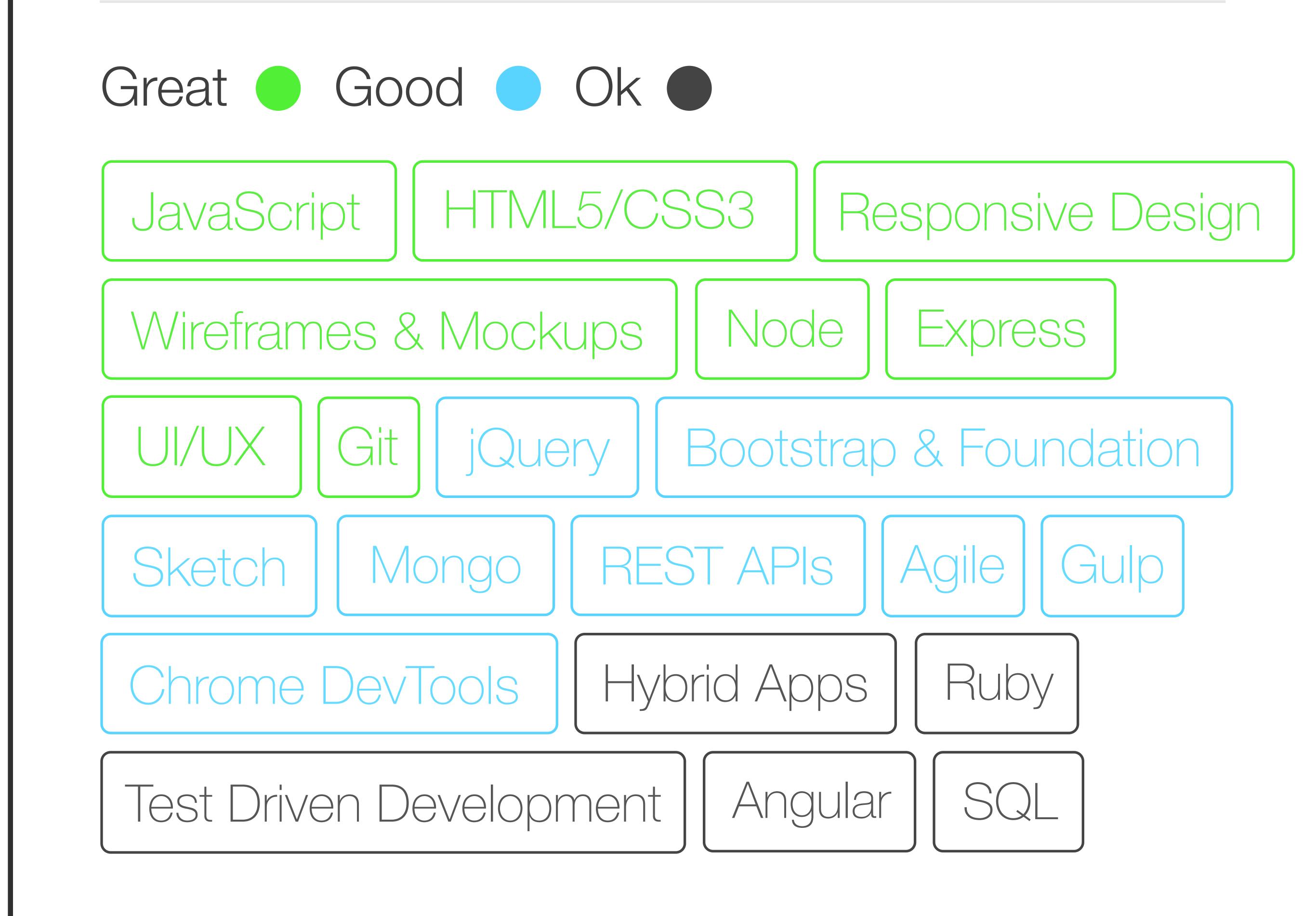
York College of Pennsylvania 2011

B.S. Computer Information Systems

Misericordia University | Technician 2007 - 2009

- Manage & upgrade campus cable/internet infrastructure
- Tech support for everything but the kitchen sink

What I Do



What I Believe

Start with WHY.
Be passionate.

Do something that matters.

Be different.

Never stop learning.

Help Others.

Anything is possible.

Get outside.

Skills

Discipline | Goal Oriented | Leadership

Teaching | Self Motivated | Startup Mentality

Customer Focus | Written & Oral Comm.

Interests

Running | Coffee | Backpacking | Reading | Camping | Exploring | Biking | Education | User Experience | Leadership | Culture

