# 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

#### Technical Support Engineer | New Relic 2015 - Present

- Provide senior support to developer-customers on Ruby/ Python/Node Agents, and Browser, Synthetics, and Plugin 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, JavaScript, and Plugin products, 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 shear 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

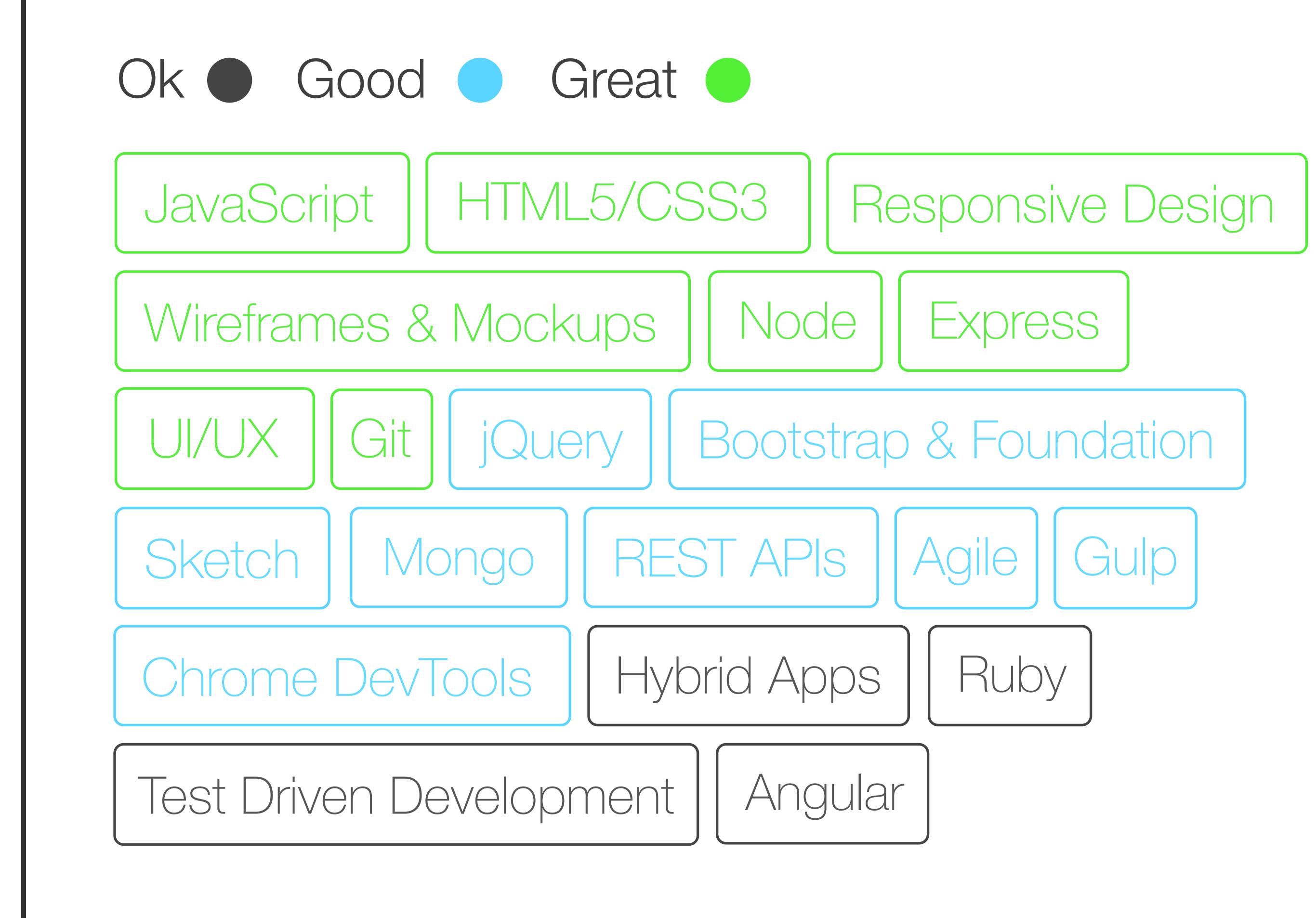
#### York College of Pennsylvania 2011

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.

Teach.

Listen.

Anything is possible.

Get outside.

#### Skills

Discipline | Goal Oriented | Leadership

Teaching | Self Motivated | Startup Mentality

Customer Focus | Written & Oral

Communication

#### Interests

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

