

# Joshua Garber - Software Developer

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## Tools & Skills

HTML | CSS | Javascript | Express | NodeJS | MongoDB | Mongoose | Python | Django | React | PostgreSQL | Netlify | Atlassian (Confluence, JIRA) | HubSpot CRM | GitHub | Heroku

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## Projects

**taskApp** | [task-app-ga.herokuapp.com/](http://task-app-ga.herokuapp.com/) | [repo](#)

- Built with React, JavaScript, Node.js, MongoDB, Mongoose, CSS and deployed on Heroku.
- Fully-responsive, user-specific MERN application for task management on a centralized platform for effectively managing tasks.

**fitnessApp** | [seifitnessapp.fly.dev/](http://seifitnessapp.fly.dev/) | [repo](#)

- Collaborated with a team of two software engineers using JavaScript, Node.js, MongoDB, Mongoose, Google OAuth 2.0 user authentication.
  - Fully-responsive MEN-stack CRUD application for exercise management on a centralized platform for effectively managing exercises.
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## Experience

**Redeem Technology** | *Technical Support Lead* | Remote | 06/21 - 11/22

- Exceeded revenue goals by 30% through the implementation and development of Customer Success processes through CRM tasks, automations and projects on Hubspot and Atlassian tools.
- Achieved an increase in market visibility by effectively educating and training clients, resulting in a higher number of successful partnerships with connectivity partners using Postman and Google Workspace tools.

**Amazon Logistics** | *Delivery Station Operations Manager* | San Francisco | 07/20 - 04/21

- Created employee KPI dashboards using Excel, utilized for task management and training of 50 associates, which led to a 10% decrease of employee turnover and 5% increase in productivity.

**Incredible Adventures** | *Senior Operations Manager* | San Francisco | 01/17 - 03/19

- Managed KPIs and goals for employees, leading to a 40% increase in customer feedback scores and 15% increase in seasonal employee retention.
- Overhauled the recruitment process to reduce costs and increase availability of tours and potential revenue, reducing onboarding time by 50%, costs by 10%, and exceeded hiring quota by 25%.

**American Adventures** | *Operations Manager, Tour Guide* | USA | 06/11 - 01/17

- Developed a training program for seasonal employees, leading to a 10% increase of employee satisfaction and 15% increase on customer feedback surveys.
  - Supported more than 100 employees in the east coast region with daily meetings and on-call 24/7 incident management responsibilities.
  - Created itineraries and guided travelers on multi-week outdoor adventure tours throughout North America, consistently achieved feedback in the top 5%.
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## Education & Certifications

General Assembly Software Engineering Immersive, March - June 2023

Codecademy: Intro to HTML, November 2022 | Intro to CSS, January 2022

The University of Pittsburgh, Bachelor of Science in Natural Sciences, graduated April 2008