

Joshua Jenks

TECHNICAL SUPPORT · APPLICATION SUPPORT · IMPLEMENTATION · WEB OPERATIONS

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SUMMARY

Technical support and web-operations professional with experience spanning managed hosting, customer-facing application support, multi-client operations, technical delivery, and ownership of global digital properties. Strong in unfamiliar systems where the issue crosses customers, applications, infrastructure, integrations, analytics, vendors, or engineering teams. Recent independent work extends that foundation into automation, AI-assisted engineering, developer tooling, and verification workflows.

CORE STRENGTHS

Technical Support & Escalation • Application & Web Support • Managed Hosting / Linux • WordPress / HubSpot CMS • Troubleshooting & Root Cause Analysis • Implementation & Technical Delivery • Customer / Stakeholder Communication • APIs & Integrations • Analytics / Tagging • Git / GitHub • Documentation & Training • Vendor Coordination

PROFESSIONAL EXPERIENCE

Web Optimization & Analytics Lead | Crown Bioscience | Remote Mar 2022 – Jun 2024

- Owned day-to-day web operations and technical support across multiple global digital properties, working across HubSpot CMS, integrations, hosting, security, backups, deployments, and vendor dependencies.
- Implemented and maintained analytics, tracking, and reporting workflows using Google Analytics/GA4, Google Tag Manager, Google Search Console, Google Ads, browser tooling, and related diagnostics.
- Designed and maintained a custom Elasticsearch-driven search experience and coordinated web/application work across internal teams, developers, and external vendors.
- Created support documentation and trained Marketing, Sales, and IT teams on issue reporting, troubleshooting workflows, analytics integrity, and technical handoffs.

Software Developer | Fusionary | Remote Mar 2021 – Oct 2021

- Worked primarily across WordPress, with Craft CMS and custom platforms also in scope, diagnosing client-reported application, rendering, middleware, integration, API/form, analytics, and post-deployment issues.
- Stepped into technical project/delivery responsibilities across clients, engineering, QA, and systems teams, including functional specifications, handoffs, implementation coordination, and issue resolution.
- Contributed to the Detroit Axle rebuild associated with its current ecommerce site and worked directly with the CTO of Jet's Pizza through the Fusionary engagement.

Digital Operations & Support Manager | Nolte Worldwide | Remote Jan 2018 – Apr 2020

- Led support operations and technical escalations across a varied client portfolio involving WordPress, React, React Native, payment-connected systems, HubSpot, Jira Service Desk, and other client web/application environments.
- Coordinated developers, vendors, clients, Sales, and Marketing around issue triage, feasibility, resolution, maintenance, and post-launch support while preserving context across handoffs.
- Worked closely with clients including Bloomscape, Women's Forum of New York, Modern Spaces NYC, Tough Mudder Bootcamp, Be The Match México, MotaMeet, LVLV, Lovejoy Wharf, and Rabbleworks.
- Created SOPs, onboarding documentation, centralized issue tracking, and escalation practices; mentored team members on troubleshooting, customer communication, and remote support workflows.

Heroic Hosting Support Engineer | Liquid Web | Lansing, MI Aug 2013 – Dec 2017

- Delivered Tier II/III customer-facing support across managed WordPress and Linux hosting environments, troubleshooting PHP, Apache/NGINX, MySQL, caching, DNS, SSL, performance, security, backups/recovery, and application-level failures.
- Worked with cPanel, WHM, and Plesk administration alongside Zendesk and Salesforce support workflows; helped launch and support Liquid Web's Managed WordPress product line.
- Built small Bash and Python support tools to automate repeat diagnostics and routine maintenance, improving consistency in day-to-day investigation.
- Handled complex customer incidents where technical diagnosis, clear communication, security/recovery work, and verification all mattered at the same time.

INDEPENDENT TECHNICAL PROJECTS & PROFESSIONAL DEVELOPMENT | 2024 – Present

Hands-on independent work across AI-assisted engineering, local models, automation, containers, developer tooling, and evidence-based verification, extending the same troubleshooting and ownership mindset used throughout my support career.

Invariant — **Arsenal / Kiln / Loadout / Temper** — Experimental engineering system for making AI-assisted work more reliable: reusable methods, bounded authority, explicit context, execution evidence, verification, and human acceptance.

macadmin — Public zsh toolkit for macOS administration with dry-run and protection gates, structured JSON output, tests, diagnostics, file/disk operations, and operational-safety conventions.

cms-utils — Public typed Python toolkit for CMS inventory, metadata audits, and safe WordPress-to-HubSpot migration planning; dry-run by default with checkpoints, receipts, deterministic demo artifacts, and 169 unit tests.

Clusterwise — Public Kubernetes apprenticeship built around observing systems, investigating failures, explaining findings, and proving understanding through lab-driven, evidence-focused learning.

EARLIER EXPERIENCE

Software Support Specialist — **Clinic Pro Software, East Lansing, MI** | Jan 2005 – Aug 2005

Provided software support and client training for scheduling, patient records, billing, reporting, and practice workflows; served as an escalation point, authored support documentation, and collaborated with development and QA on defects.

Technical Support Representative — **CoreComm, East Lansing, MI** | Oct 2002 – Sep 2003

Provided high-volume Level 1 support for dial-up/cable Internet, email, and telephony issues; guided customers through troubleshooting, resolved connectivity problems, and escalated persistent failures.

Systems Analyst — **Capital Area School Employees Credit Union, Lansing, MI** | Jul 2000 – Sep 2001

Supported and trained staff on core applications; administered RISC/6000 UNIX systems, backups, batch workflows, and updates; participated in software rollouts, testing, troubleshooting, and operational automation.

EDUCATION & EARLY TECHNICAL FOUNDATION

Mott Community College — Computer Science / General Studies (coursework; no degree)

Waverly High School, Lansing, MI — Diploma, 2000

Career-center graduate; earned Certified Novell Administrator (NetWare 5), an early technical credential that led into systems and support work.