Jonathan Crouch
Developer/Tech Specialist

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Professional Summary

Experienced and versatile IT professional with a strong background in web development, user support, system administration, and vendor coordination. Proven ability to manage full-stack projects, troubleshoot complex technical issues, support diverse users, and implement effective technological solutions. Excels in collaborative environments and communicates fluently with both technical and non-technical stakeholders. Experienced in higher education and e-commerce settings.

Skills: IT/user support, System maintenance and troubleshooting, CMS and web tool knowledge, Technical documentation and training, Communication with users and vendors, Higher ed experience, Project coordination, Tech implementation

Industry Experience

Continental Tech LLC, Austin TX
Full Stack Web Developer/Technology Manager
NOVEMBER 2022 - PRESENT
* **Managed end-to-end administration of DNS and hosting systems**, ensuring seamless website and service operations across multiple platforms.
* **Serve as primary technical support contact** for all internal users, resolving hardware, software, and system-related issues.
* **Lead evaluation and implementation of new technologies**, streamlining internal workflows and improving operational efficiency.
* **Coordinate and execute all system upgrades and implementations**, minimizing downtime and maximizing impact.

Jonathan Andrew Design, San Marcos TX
Owner/Full Stack Web Developer
APRIL 2020 - PRESENT
* **Redesigned and modernized client websites**, improving SEO performance, user engagement, and overall client satisfaction.
* **Consulted directly with clients to understand their goals**, troubleshoot technical issues, and deliver tailored solutions.
* **Managed all aspects of system implementation**, from hosting and DNS setup to troubleshooting and post-launch support.

Texas State University - Technology Resources, San Marcos TX
Mobile/Web Developer
MARCH 2019 - APRIL 2020
* **Collaborated on UX/UI design and user testing** for the TXST Student App, directly supporting the needs of a diverse university student population.
* **Worked cross-functionally with IT**, student services, system analysts, and design teams to ensure a cohesive and user-centered experience.Designed UI elements and icons for app use.
* **Performed QA testing on new online services** to identify bugs and UI issues before deployment.

Education

Texas State University, San Marcos TX
Digital Media Innovation B.S. & Computer Science Minor
August 2016 - June 2021