

# Josh Zimmerman

**Full-Stack Software Engineer /  
Support Engineer**

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[GitHub](#)  
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## RELEVANT EXPERIENCE

### **Meta, New York, NY — Support Engineer / Support Analyst**

Dec '21 - Aug '23

- Contributed to a Stevie Award-winning team of Support Engineers for two consecutive years to provide unparalleled service to the engineers of over 200 teams utilizing Kustomer's help desk software.
- Reached SME status for the following categories: Kustomer App Development, Helpdesk Chat implementation (iOS, Android and web SDKs), Data Migration from competitor CRMs and Event Analysis via Kibana and other backend software.
- Improved Support ticket feedback and issue resolution times by 12% year over year for both EU and East Coast teams, contributing largely to client retention rates and overall ARR.
- Conducted education workshops, troubleshooting sessions and success meetings with a portfolio of dedicated clients alongside other CS departments. receiving immaculate feedback through post-implementation and beyond.
- Developed new in-house conventions to enhance interaction between Support agents and their daily workload dashboard via the Support Ops team, increasing agent engagement with a database collection of over 500 support articles.

### **Some Good Wine, New York, NY — Web Management / Sales**

Jan '17- Jun '18

- Developed a web platform using BevMedia and the Shopify API which became a well-received and highly effective storefront
- Ordered wines for weekly inventory demands and educated customers during customer tasting events
- Maintained a quarterly newsletter which spoke of rotating offers from distributors as well as detailed descriptions, tasting notes, etc

## SKILLS

CI/CD Workflow  
SaaS Architecture  
Fullstack Engineering Principles  
Customer Success  
Platforms Data Migration  
Testing and Debugging

## LANGUAGES

Typescript  
Rust  
C++  
Ruby  
Python  
GoLang

## EDUCATION

### **Full Stack Software Engineering (F.S.S.E.)**

Flatiron School  
New York, NY

### **Bachelor of Food Science (B.F.S.)**

Culinary Institute of America  
Hyde Park, NY

### **Associate of Computer Science (A.C.S.)**

Palm Beach State College  
West Palm Beach, FL