Josh Zimmerman

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

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GitHub
LinkedIn
Personal Portfolio

RELEVANT EXPERIENCE

Meta, New York, NY — *Support Engineer*
Dec '21 - Aug '23

- Audited and worked extensively with internal Webhooks, the resulting REST API-based event logs, as well as backend data models. Expert-level assistance with these applications led to lasting and exciting B2B client relationships.

- 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.

- 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

REST API 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