

Josh Zimmerman

Software Engineer

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Applications

Software Issue Analysis | Debugging | SaaS Platforms | Helpdesk Chat Implementation | Data Migration | Full-Stack Web Development

Technical Skills

Languages: Typescript | Rust | C++ | Go | Python | Ruby

Libraries and Frameworks: React | NextJS | Tailwind | Ruby on Rails | Django

Tools and Methodologies: CI/CD | Agile | AWS | Git | Vercel | OAuth | REST API | GraphQL | Shopify | Kibana | Jira

Experience

Ley Line Labs, Brooklyn, NY

May 2024 – Present

Technical Operations Manager

- Streamline the development and deployment of custom software solutions, ensuring smooth integration of lab systems and small-scale automation tools.
- Align software functionalities with operational needs by coordinating closely with lab formulators and outside collaborators.
- Monitor and maintain critical lab systems, actively troubleshooting and optimizing for reliability and scalability.

Meta, New York, NY

Dec 2021 – Aug 2023

Technical Support Engineer

- 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, leading to numerous praises and contributed largely to retention rates and overall ARR.
- Conducted workshops, troubleshooting sessions and success meetings with dedicated clients alongside other CS departments to orchestrate 3 successful large-scale launches, receiving immaculate feedback through post-implementation and beyond.
- Audited and worked extensively with internal Webhooks, the resulting REST API-based event logs and backend data models. Expert-level assistance with these applications led to lasting and exciting B2B client relationships.

Some Good Wine, New York, NY

Jan 2017 - June 2018

Web Management & Sales

- 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

Education

Full Stack Software Engineering (F.S.S.E.) | Flatiron School | NYC, 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