Josh Zimmerman
Full-Stack Software Engineer

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Applications

Software Issue Analysis and Debugging | SaaS Platforms | Helpdesk Chat Implementation | Data Migration |
Workshop Procurement | Success Strategies | Support Ticket Management | Full-Stack Web Development |
Game Development | DevOps

Technical Skills

Languages: Typescript | Rust | C++ | GoLang | 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

Relevant Experience

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.

Sip Fine Wine, Brooklyn, NY   June 2018 – Mar 2020
Storefront Web Developer & Retail Store Manager

- Restructured the online storefront of a classic neighborhood institution in need of an overhaul. Responsible for initiating delivery and online sales via Shopify.
- Curated a rotation of expertly picked wines for a niche audience and re-invigorated interest in a previously tired business

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