

Josh Zimmerman

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

Brooklyn, NY
(561) 502-3832
jzimmscodes@outlook.com
[GitHub](#)
[LinkedIn](#)
[Personal Portfolio](#)

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