

Josh Zimmerman

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Software Engineer

Results-driven Engineer with a proven track record of quickly grasping complex technical concepts and delivering practical, DRY (Don't Repeat Yourself) solutions. Possessing a strong foundation in a range of technologies, including SaaS architecture, authentication conventions (JWT, SAML, OAuth2), Fullstack web/mobile app development (React, TypeScript, NextJS, Swift), deployment (AWS, Heroku, Vercel), and REST API configurations. Consistently overcoming technical challenges, proving to have a solid reputation for providing effective solutions as a Tech Support Specialist. With a demonstrated aptitude for scalability, problem-solving, and an unwavering passion for continuous learning, building, innovating, and future-proofing world-class software applications.

Skills

Troubleshooting | Software Issue Analysis | SaaS Platform Knowledge | Bug Analysis and Collaboration with Product/Engineering Teams | Helpdesk Chat Implementation | Data Migration | Workshop Facilitation | Success Meetings | Support Ticket Management | Issue Resolution | Frontend and Backend Development

Technical Skills

Languages: Typescript | Ruby | C++ | Swift | Rust | SQL | Kotlin

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

Tools and Methodologies: GPT-3 | AWS | Git | Vercel | OAuth | T3 Stack | REST API | GraphQL | Prisma | Kibana | Jira

Experience

Meta / Kustomer, New York, NY

October 2021 – May 2023

Technical Support Engineer / Support Analyst

Effectively delivered exceptional customer support, effectively troubleshooting all software issues and attaining an in-depth understanding of SaaS platforms. Analyzed bugs meticulously and collaborate closely with product and engineering teams to enhance the user experience, ensuring a seamless journey for Enterprise and Commercial clients.

- Contributed to a Stevie Award-winning team of Support Engineers for two consecutive years to provide unparalleled service to the engineers of over 200 clients 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.
- Collaborated with colleagues to develop conventions that enhanced interaction between Support agents and their daily workload dashboard via the Support Ops team. Example: Using our SDK, connected in-app agent tickets to a database with over 9000 help articles.

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

Professional Development

B.I.O.M.E. (Beverage Inventory & Order Management Environment) - A web app made for Restaurants and/or wine enthusiasts. This uses React and Ruby on Rails to keep a comprehensive count on beverage inventories.

Deck Swap - A deck sharing app for players of Magic: The Gathering to rent, comment and rate each other's custom playing decks. Uses a React frontend and a Ruby backend.

UOweMe - A simple cost sharing app made with the penny-pinching individual in mind. Made using a React frontend and JSON Server with MySQL to render less a complex backend data schema.