

# Josh Zimmerman

## Software Engineer

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### Skills

Root Cause Analysis | Product Lifecycle Development | SaaS Architecture | Technical Support | Data Migration  
Performance Testing | Database Management | Peer Code Review

**Languages:** Javascript | Typescript | Rust | C++ | Go | Python | Ruby | CSS | HTML5 | SQL

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

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

### Work Experience

**Ley Line Labs** Brooklyn, NY

**May 2024 – Present**

#### Technical Operations Manager

- Streamline the development and deployment of custom software solutions, ensuring steady operating of lab systems and small-scale automation tools. Implementations put in place have impactfully improved daily productivity.
- Align software functionalities with operational needs by coordinating closely with lab formulators. Deploy effective software solutions to a small, modern operation and maintain them as the primary technical point of contact.
- 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, REST API-based event logs and backend data models. Expert-level assistance with these applications garnered a large influx of positive feedback and nourished long-running 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

**Fullstack Software Engineering (Coding Bootcamp)** | 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