Josh Zimmerman
Software Engineer

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Relevant Work Experience

Ley Line Labs Brooklyn, NY   **May 2024 – Present**
Technical Operations Manager

- Ideate and implement calculation soft-tools that have doubled daily productivity and continue to prove instrumental to lab formulators since implementation.
- Align software functionalities with operational needs by coordinating closely with lab formulators via weekly huddles. From this, dependency on large-scale, costly enterprise software has reduced significantly in favor of proprietary in-house programs allowing for transformative SOPs in our startup biome.
- Monitor, maintain and improve upon cornerstone lab systems; Prioritizing incoming feature requests from formulators. Lay the groundwork for additions to be made in future iterations along the business development pipeline.
- Maintain a locally hosted database and comprehensive retrieval protocol system utilizing AWS (Firebase), as well as modern and emerging AI methodologies.

Kustomer / Meta New York, NY   **Dec 2021 – Aug 2023**
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.

8th Street Wine Corp. New York, NY   **Jan 2017 - Present**
Web Management Consultant

- Developed a web platform using Squarespace and the Shopify API which became a well-received and highly effective storefront for the business.
- Incorporated and maintained integrations with marketing tools and delivery apps to drive new channels of business such as: Mailchimp, Shopify, Drizzly, Vivino and Google Analytics.

Ongoing Contracted Works

Veda Mushroom Liqueur New York, NY
Fullstack Web Developer

• Overseeing, Developing, Designing and hosting Fullstack operations in website overhaul of vedamushroom.com

Education
Backend Developer Certification (Profile) | Boot.dev | Virtual
Fullstack Software Engineering | 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

Skills

Root Cause Analysis | Product Lifecycle Development | SaaS Architecture | AI Prompt Engineering | Data Migration
Performance Testing | Database Management | Peer Code Review | Test Driven Development

Languages: Javascript | Typescript | Python | Go| C++ | Rust | Ruby | CSS | HTML5 | SQL
Libraries and Frameworks: React | NextJS | Tailwind | Ruby on Rails | Django | Gin | HTMX
Tools and Methodologies: CI/CD | Claude Sonnet | AWS | GitHub Copilot | Netlify | OAuth | REST API | Shopify | Kibana | Jira