

# Josh Zimmerman

## Software Engineer

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### Relevant Work Experience

**Ley Line Labs** Brooklyn, NY

**May 2024 – Present**

**Software Engineer / 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 which 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.
- Ideated, prototyped, and deployed a feature addition for full-time Support Agents to quickly and effectively reference or edit existing knowledge base materials. Led educational meetings to train onboarding engineers on utilizing my feature project effectively.
- 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 (8th Street Wine Corp.)** New York, NY

**Jan 2017 - Present**

**Software Engineer / 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](https://vedamushroom.com)

## Skills

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

**Core Competencies:** Backend Development, Full Stack Development, API Design, DevOps, AI Engineering

**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

## Education

**Backend Developer Certification** ([Profile](#)) | Boot.dev | Virtual

**Fullstack Software Engineering** | Flatiron School | NYC, NY

**Associate of Computer Science (A.C.S.)** | Palm Beach State College | West Palm Beach, FL

**Bachelor of Food Science (B.F.S.)** | Culinary Institute of America | Hyde Park, NY