

## 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, OAuth), 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 | Python | GoLang

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

**Tools and Methodologies:** GPT-4 | AWS | Git | Vercel | OAuth | REST API | GraphQL | Prisma | Kibana | Jira

### Experience

**Meta Systems (Kustomer Division),** New York, NY

**October 2021 – August 2023**

#### Technical Support Engineer / Systems Analyst

Effectively delivered exceptional customer support, effectively troubleshooting all software issues and attaining an in-depth understanding of SaaS platforms. Analyze 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 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.
- Collaborated with colleagues to develop new in-house conventions that enhanced interaction between Support agents and their daily workload dashboard via the Support Ops team. This would drive increased agent engagement with our database of over 2000 support 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.

**OmniSheet** - An editable sheet to store information about your custom characters across a multitude of different Tabletop Systems. Complete with a working OAuth login, this project uses the T3 Stack (NextJS, Tailwind, Prisma, and many others...)