

Josh Zimmerman

Software Engineer

Brooklyn, NY 11230 | (561) 502-3832 | JzimmsCodes@outlook.com
[linkedin.com/in/jzimms](https://www.linkedin.com/in/jzimms) | github.com/JZims | www.jzimms.tech

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
Technical Operations Manager

May 2024 – Present

- Streamline the development and deployment of custom software solutions, ensuring steady operating of lab systems and small-scale automation tools. Formulate calculation tools that double daily productivity for lab formulators.
- Align software functionalities with operational needs by coordinating closely with lab formulators. Dependency on large-scale, costly enterprise software has reduced significantly in favor of proprietary in-house programs allowing for transformative SOPs.
- Monitor, maintain and improve upon cornerstone lab systems: Prioritize incoming feature requests from formulators. Lay the groundwork for additions to be made in future iterations along the business development pipeline.

Meta New York, NY
Technical Support Engineer

Dec 2021 – Aug 2023

- 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
Web Management & Sales

Jan 2017 - June 2018

- 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