Justin Hearn

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Summary

Experienced Support Engineer and Systems Administrator with 10+ years in customer-facing technical roles. Proven expertise in coordinating support initiatives, managing complex platforms, and driving service improvements. Adept at cross-functional collaboration and advocating for customer needs to enhance overall support experiences.

Skills

- **Linux / Windows / MacOS:** General use/administration and troubleshooting/problem solving
- **Web Servers:** nginx, Apache, Tomcat, IIS
- **Database/Caching:** MySQL, MariaDB, Redis
- **Networking:** TCP/IP, IPv4, NAT, QOS, bonding interfaces
- **Cloud Automation / DevOps:** AWS, Puppet, Chef, Ansible
- **Technical Documentation:** Camtasia, Snaglt, Audiate, Descript, Confluence, Microsoft Office, Markdown, English writing
- **Scripting / Automation:** Bash, Python, IFTTT, Zapier
- **Customer Support:** JIRA, Zendesk, Typeform, Discord, Slack

Work Experience

Gala Games and Entertainment   Sep 2021 - Oct 2023
Customer Support Technician / Gala Music

- Assisted in developing and launching the Gala Music platform by providing support to end users and external clients, contributing to a successful platform rollout
- Transitioned back to Customer Support after the platform launch to serve as the liaison to the VOX team, refining communication and support strategies to ensure responsive customer service
- Attended relevant meetings, took notes, and delivered weekly reports to the Customer Support team while mentoring other Customer Support Technicians on VOX-related topics
- Digitally engaged with the community via Discord during significant events, ensuring prompt resolution of inquiries and maintaining a high standard of user experience
- Ensured timely and accurate responses to user queries, enhancing user satisfaction and fostering positive interactions
- Provided support for a roster of six active games, ensuring readiness for upcoming launches by resolving technical issues efficiently
- Utilized problem-solving skills to quickly find information needed to resolve diverse game-related issues and enhance team efficiency
- Demonstrated initiative in managing multiple roles and projects, contributing to overall team success
- Applied knowledge of Internet broadcasting and content production to assist with livestream operations, thereby improving engagement
- Contributed to the development of an in-house video streaming/playback platform to share content online while retaining rights, reducing third-party dependency

Crystal Equation Corporation   Oct 2019 - Oct 2021
Systems Administrator V @ Facebook Reality Labs

- Led the development of the Sysadmin Linux Apprentice Workforce Development program, enhancing training opportunities for new recruits
- Built and evaluated curricula for the program, focusing on Linux, Chef, and Python, which improved apprentice readiness and skill development
- Collaborated cross-functionally to learn about internal Facebook systems through reverse engineering and detailed documentation review, enhancing operational efficiency
- Assisted in building projects for Sysadmin Apprentices, enabling them to create impactful solutions at Facebook after their first year in the program

All Star Directories   Jul 2018 - Nov 2018
Systems Engineer

- Coordinated Barracuda email cutover with senior staff, facilitating smooth communication flow
- Authored clear, step-by-step end-user documentation for common product use-cases to improve user experience and reduce support requests
- Troubleshot Azure AD account issues, identifying potential corruption and ensuring minimal disruption to user access
- Planned maintenance steps and ensured all documentation was reviewed and approved by team members, enhancing system reliability
- Developed an event handler with a process restart script to minimize productivity loss during JIRA outages, ensuring system continuity
- Researched, planned, and executed Atlassian JIRA upgrade and server/database migration from v7.2 to v7.12, improving system performance and stability

All Star Directories   **Oct 2016 - Jul 2018**
Systems Administrator
  • Engineered and administered AWS infrastructure using AWS management tools, enhancing system reliability and performance
  • Developed and implemented monitoring solutions and provided on-call support, reducing system downtime and improving response times
  • Automated server deployment and maintenance via Chef, increasing efficiency and reducing manual errors
  • Managed WordPress-based knowledge websites, ensuring content accuracy and improving user engagement

Accretive Technology Group   **Apr 2013 - Mar 2014**
Linux Systems Administrator
  • Documented internal processes and provided training for team members, enhancing overall team efficiency and knowledge sharing
  • Identified bottlenecks and potential vulnerabilities, recommending solutions that improved system performance and security
  • Served as the front line of defense for production systems by promptly responding to live issues and identifying root causes to prevent recurrence
  • Developed Puppet modules to automate the deployment of new server instances for the development team, reducing setup time and errors

Rackspace   **Dec 2012 - Mar 2013**
Linux Administrator, Cloud Support
  • Developed documentation and provided support for evolving cloud computing technologies, enhancing user understanding and system efficiency
  • Installed, configured, updated, and troubleshot services for customers, ensuring optimal system performance and high customer satisfaction
  • Reduced incoming support calls by teaching customers effective troubleshooting techniques, fostering customer indepen- dence
  • Articulated complex technical concepts through digital communication channels, improving customer comprehension across varying technical skill levels
  • Adapted communication styles to suit the technical background of each customer, ensuring clear and respectful interactions
  • Collaborated with fellow system administrators and support team members to secure a positive support experience, boosting customer satisfaction
  • Recommended beneficial products to customers and informed the sales team of potential leads, contributing to increased sales opportunities

Online-Access, Inc   **Jan 2012 - Sep 2012**
Team Lead, Customer Support | IT
  • Developed and implemented policies, procedures, and systems to enhance the efficiency of the front-line Customer Support team, resulting in improved response times
  • Monitored client search engine rankings with SEO tools, reporting results to inform future strategy and optimization efforts
  • Managed the Support team to ensure that all client-facing tasks were completed efficiently and on schedule, boosting client satisfaction and team productivity
  • Recorded all customer interactions, issues, and sales leads in the internal CRM system (Kayako Fusion), enhancing accountability and expediting issue resolution
  • Delivered top-tier support via email and telephone for all company products and services, which increased customer satisfaction and retention
  • Collaborated with clients and vendors to launch sites by transferring domain names, configuring DNS, and setting up email and spam/virus filtering, ensuring smooth and successful implementations
  • Communicated with customers to define website update and maintenance requirements, leading to improved functionality and user experience
  • Designed and implemented new site content using an in-house SaaS CMS, HTML, and CSS, enhancing site aesthetics and user engagement
  • Optimized websites and Google Local/Google+ profiles using SEO strategies to improve local search rankings and boost online visibility

Education

Oakland University   **2007 - 2009**
Kettering University   **2005 - 2007**
BS, Computer Science (incomplete)
  • **Achievements:** Phi Eta Sigma honor society member; Alumnus, Phi Delta Theta - Michigan Delta chapter; formerly Technology Secretary, Philanthropy Chair