

Justin Hill

Technical Support Manager

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(203) 814 - 6007

A technically proficient and strategically focused people leader with a proven track record of managing high-performing technical teams. Experienced in scaling technical operations, implementing ITIL best practices, and fostering cross-functional collaboration to drive impactful service delivery.

Adept at bridging customer success, data analytics, and product teams to ensure technology decisions align with company goals and deliver tangible customer outcomes. Seeking to lead and develop a team of exceptional Support Engineers, driving value and innovation in service to our customers!

Skills

- › **Engineering Leadership:** Recruited, managed and mentored high-performing technical teams, focusing on growth, performance, and culture.
- › **Strategic Technical Execution:** Led software implementation, process automation, and data-driven decision-making (Zendesk, Intercom) projects.
- › **Customer-Centric:** Engaged with users to drive technical improvements and align engineering efforts with business objectives (IR, SLA, TTR).
- › **Full stack:** (Postgres, Express, React, Node) and Git, SQL, REST APIs, monitoring tools experience

Education

- **Columbia University Full Stack Bootcamp** 2025
Full stack web development course through Columbia University focusing on data visualization.
- **Loyola University Maryland** May 2015
Bachelor of Business Administration (B.A.) in International Business; semester at University of Alcalá, Madrid.

Work Experience

PricewaterhouseCoopers LLP (PwC)

Dec. 2022 - Today

MANAGER, TECHNICAL SUPPORT

Overseeing technical support operations for PwC, specializing in PC & Mac hardware repair, AV meeting conference support, and executive meeting assistance. Proudly coached and supported my team with career progression and technical skill advancement.

- › Actively manage 16 direct reports to ITIL standards
- › Salesforce ServiceNow administrator, comfortable with reporting and workflow automation
- › Partner escalation team lead, ensuring the rapid resolution of incidents and crisis management

Metafy

2021 - 2022

MANAGER, COMMUNITY SUPPORT

Established and scaled customer support functions at Metafy, a platform connecting gamers with professional players and coaches. Community support manager focused on growing our user base and automating many of our customer outreach solutions.

Metafy was ultimately dissolved in late 2022.

CipherHealth

2016 - 2021

DIRECTOR, CUSTOMER SUPPORT

Scaled technical support team from 0 to 10 agents to successfully meet surging customer demand. A Senior Management team member, I designed & oversaw our evolving support model and reported on customer experiences to executive stakeholders.

- › Implemented SLA & CSAT metrics, enabling data driven decisions for our customer strategy
- › Improved CSAT to 96%+ YTD while scaling our team & customer base to support \$25M+ in new business
- › Implemented a career progression pathway, improving staff satisfaction & reducing attrition

