# JUSTIN HAMMOND

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Please see my LinkedIn profile and website for additional details.

## Work Experience

### 03/2017 – Present
**Director of IT**
Nozani

- Designed and maintained company website with 2000+ monthly visitors. (nozani.com)
- Created and maintained Wi-Fi network supporting 100+ devices. Network devices include a Mikrotik router, Ubiquiti access points, Dell switch, etc. Installed ethernet cable and patch boards across the office suite.
- Migrated our entire 4tb+ of data across cloud services.
- Deployed a Mac fleet of 30+ machines via Jamf Now.
- Designed, developed, and documented internal custom CRM software. Managed Github organization.
- Developed dozens of Excel sheets and dashboards that track all company metrics, customer data, financial accounting, and more.
- Provided technical support to the executive team and employees.
- Managed company G Suite and dozens of other software suites across the company.

### 10/2016 – Present
**Co-founder & Developer**
NCR4 Design

- Designed and coded a diverse portfolio of 20+ websites for businesses to understand the technical aspect to connect with the customer experience.
- Work as a developer using HTML5, CSS3, PHP, MySQL, Laravel, Bootstrap, and other languages and frameworks on projects when necessary.
- Responsible for creating customer lifecycle, project management, overseeing client accounts, and maintaining the sales process.
- Coordinate with executive team on strategic direction of the company.
- Work closely with development teams to facilitate client work and expectations.

### 03/2012 – 12/2017
**Owner & Technician**
Tuneup Technology

- Created self-funded company from scratch.
- Managed a team of up to 12 technicians.
- Team brought in annual revenue of $100,000+.
- Repaired and troubleshot iPhones, iPads, and computers.
- Managed 200 iPads through MDM software (2013-2015).

### 10/2015 – 06/2017
**Supervisor & Tier 1–4 Technical Support**
Vivint

- Managed and trained representatives.
- Top 10% performer (Supervisor) and Top 20% performer (Technical Support).
- Oversaw call floor compliance, customer satisfaction, work order scheduling, complex billing, and availability to customers.
- Troubleshot security devices.
- Took high-profile escalated calls, resolving many companies' most technical complications.
- Developed internal apps on the Salesforce platform for supervisors to track info.

## Education

### 05/2017
**Associate Degree – Business Management**
Utah Valley University, UT

## Skills & Tools

HTML5, CSS3, PHP, MySQL, Laravel, Bootstrap, Docker, Salesforce, Git, Documentation, Public Speaking, Project Management, Leadership, Networking, IT