

JUSTIN HAMMOND

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justinpaulhammond.com

I have experience in the areas of technology and management.

Work Experience

08/2017 – Present

Director of People Operations

Nozani

- Instrumental in growing Nozani 1300% in our first year. Hired over 130 people by year 2. Manage all hiring, interviewing, and onboarding.
- Contributed to 80% more management positions, 18% wage increases, and an 85% increase in our female workforce in year 2 vs year 1.
- Contributed to creating an incredible culture at Nozani leading to 4.5+ stars on both Glassdoor and Indeed with an approval rating of 90%.
- Create and maintain company policy, employee engagement, company values, culture, and other employee initiatives.
- Responsible for bringing payroll in-house and simplifying the processing time from a couple days to a couple hours.
- Integrate HRIS, payroll, and benefits software.
- Oversee all corporate training, communication, performance management, workplace safety, and organizational structure.
- Create and integrate benefits package.
- Manage company assets and resources as well as online platforms for job candidates.
- Introduced eNPS and various other company feedback loops to increase retention and employee engagement.

03/2017 – 07/2018

Director of Information Technology

Nozani

- Designed and maintained company website with 1000+ monthly visitors.
- Created and maintained Wi-Fi network supporting 100+ devices. Network devices include a Mikrotik router, Ubiquiti access points, Dell switch, etc.
- Installed ethernet cable across the office suite as well as patch boards and cable.
- Installed phone systems, setup hunt groups, and deployed employee workstations.
- Provided technical support to the executive team and employees.
- Managed company G-Suite and other online software suites.

10/2016 – Present

Director of Customer Experience I Developer

NCR4 Design

- 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.
- Work as a developer using HTML, CSS, PHP, Javascript, SQL, and other languages and frameworks on projects when necessary.

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.

03/2016 – 06/2017

Supervisor I Tier 1-4 Technical Support

Vivint.SmartHome

- Took high profile escalated calls.
- Managed and trained representatives.
- **Top 10% performer.**
- Oversaw call floor compliance, customer satisfaction, work order scheduling, complex billing, and availability to customers.
- Troubleshot security devices.

Education

05/2017

Associate Degree – Business Management

Utah Valley University, UT

Skills & Projects

Please see my LinkedIn profile and website.