




JUSTIN HAMMOND

See my LinkedIn profile and website for additional details.

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Work Experience

2019 – Present

IT Support Technician

EasyPost

- Provide technical support for 300+ employees across 3 office locations and 4 warehouses.
- Manage a fleet of 475+ macOS devices and 625+ iOS devices via Cisco Meraki.
- Maintain a complex network across 7 locations, 1,600+ network clients, each location having multiple SSID's, VLANs, VPN's and policies configured.
- Maintain inventory of 1,600+ technical assets.
- Onboard/offboard employee software and computers.
- Oversee dozens of IT projects, some assigned, some self-designed.
- Improve macOS configuration through scripting.
- Document corporate IT policies and procedures.
- Manage ticketing system and various other software suites.
- Respond to on-call monitoring alerts and logs.
- Assist with Salesforce administration across various teams.

2017 – 2019

Director of IT

Buy Box Experts (formerly Nozani)

- Provided technical support for 65 employees.
- Deployed a Mac fleet of 30+ machines via Jamf Now. Created automated scripting to configure new devices.
- Designed and maintained company website with 2,000+ monthly visitors. (nozani.com)
- Created and maintained Wi-Fi network supporting 100+ clients. Installed ethernet cable and patch boards across the office suite.
- Migrated our entire 4tb+ of data across cloud services.
- Designed, developed, and documented internal custom CRM software. Managed Github organization.
- Created automated reporting, logging, and monitoring of all internal services.
- Managed company G Suite, Slack, Office 365, 1Password, Salesforce, and dozens of other software suites across the company, introducing SSO and other integrations.

2016 – Present

Co-founder & Developer

NCR4

- Developed a diverse portfolio of dozens of websites and applications for businesses across various industries.
- Oversee the IT services clients and business.
- Responsible for creating customer lifecycle, project management, account management, and maintaining the sales process.
- Coordinate with others on the executive team about the strategic direction of the company.
- Work closely with development teams to facilitate client work and expectations.
- Tools & languages used: HTML5, CSS3, PHP, MySQL, Bash, Laravel, Bootstrap, Docker, Git, Documentation, API

2015 – 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.
- Troubleshoot 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

2017

Associate Degree – Business Management

Utah Valley University, UT

Skills & Tools

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