



# JUSTIN HEARN

## Support Engineer

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15+ years in technical support, systems administration, and cloud infrastructure. Troubleshoots critical issues, automates solutions, and creates documentation for efficient incident response and service improvement.

## WORK EXPERIENCE

### DATAGRAM NETWORK

Community Moderator & Technical Content Translator | Jul 2025 - Current

- Managed 60,000+ user Discord community for decentralized physical infrastructure network (DePIN) project
- Translated technical podcast content and developer updates into documentation users could actually parse
- Organized community events, moderated real-time discussions across multiple channels, and created educational materials that explained blockchain infrastructure without the usual crypto nonsense

### GALA GAMES AND ENTERTAINMENT

Customer Support Technician / Gala Music | Sep 2021 - Oct 2023

- 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
- Provided support for a roster of six active games, ensuring readiness for upcoming launches by resolving technical issues efficiently
- Applied knowledge of Internet broadcasting and content production to assist with livestream operations, thereby improving engagement

### CRYSTAL EQUATION CORPORATION

Systems Administrator V @ Facebook Reality Labs | Oct 2019 - Oct 2021

- 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

### ALL STAR DIRECTORIES

Systems Engineer / Systems Administrator | Oct 2016 - Nov 2018

- Researched, planned, and executed Atlassian JIRA upgrade and server/database migration from v7.2 to v7.12, improving system performance and stability
- 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

### ACCRETIVE TECHNOLOGY GROUP

Linux Systems Administrator | Apr 2013 - Mar 2014

### RACKSPACE

Linux Administrator, Cloud Support | Dec 2012 - Mar 2013

### ONLINE-ACCESS, INC

Team Lead, Customer Support; IT | Jan 2012 - Dec 2012

MYBUYS (LATER MAGNETIC)

Linux Systems Administrator | Aug 2009 - Jul 2010

EPRIZE (LATER HELLOWORLD)

Associate System Administrator | Oct 2005 - Apr 2009

PROJECTS

PERF ENVIRONMENT MIGRATION

Systems Engineer, All Star Directories | Feb 2017 - May 2017  
Migrated hardware-based PERF environment from office server closet to AWS.

HIGH AVAILABILITY NAS/SAN

- IT Systems Administrator, Online-Access | Sep 2012 - Oct 2012
- saved nearly \$20k over the cost of a vendor NAS
  - dual custom-built 2U chassis with dual power supplies, HighPoint HBA w/8-disk hot swap backplane
  - software stack: mdadm, DRBD, Corosync, Heartbeat, tgt (an iSCSI target daemon), and Linux network bonding

EDUCATION

KETTERING UNIVERSITY

- BS, Computer Science (incomplete) | Jul 2005 - 2007
- Phi Eta Sigma honor society member
  - Alumnus, Phi Delta Theta – Michigan Delta chapter
    - formerly Technology Secretary; Philanthropy Chair

OAKLAND UNIVERSITY

BS, Computer Science (incomplete) | 2007 - 2009

SKILLS

Systems & Platforms Linux (Debian, Red Hat), Windows, MacOS; Active Directory, Office 365, Google Workspace	Web & Application Servers nginx, Apache, Tomcat, IIS	Networking & Security TCP/IP, VPN, IPv4, NAT, VLANs, QoS, bonding interfaces	Cloud & DevOps AWS, Puppet, Chef, Ansible; Infrastructure- as-Code (IaC), CI/CD concepts
Scripting & Automation Bash, Python, Javascript; IFTTT, Zapier, n8n; Claude Code, Cursor	Monitoring & Logging Nagios, Munin, Grafana, Datadog, Logstash	Database & Caching MySQL, MariaDB, PostgreSQL, Supabase, Redis	Support & Debugging Root Cause Analysis, JIRA, Zendesk, SaaS platforms, Typeform, Discord, Slack
Documentation & Tools Confluence, Markdown, Microsoft Office; Camtasia, SnagIt, Audiate, Descript	AI tools Notion, Gemini, OpenAI API, Claude, Midjourney		

HOBBIES

Writing, exploring, & analyzing technology	Vibe coding	AI automation	Concerts
Content Creation	Hiking	Political activism	

REFERENCES

Kyle Kristofferson <a href="https://linkedin.com/in/kylekristoffersen/">https://linkedin.com/in/kylekristoffersen/</a>	Dillon Overton <a href="https://linkedin.com/in/dillon-overton-24516910b/">https://linkedin.com/in/dillon-overton-24516910b/</a>	Zidan Mutaqin <a href="https://linkedin.com/in/zidan-mutaqin/">https://linkedin.com/in/zidan-mutaqin/</a>
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