Justin Hearn

Michigan, USA | +1-810-887-0299 | resume625@justin.hearn.me | https://www.linkedin.com/in/jhearn/

Summary

Support Engineer with 15+ years of experience in systems administration, cloud infrastructure, and customer support. Proven at bridging technical and support teams by troubleshooting high-priority issues and executing code fixes and automation to enhance customer experience. Adept in developing support tools and clear documentation, ensuring efficient incident response and continuous service improvement.

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, Opal, 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; NotebookLM

Work Experience

Datagram Network *Community Moderator & Technical Content Translator* **Jul 2025 - Present**
- Managed Discord community for decentralized physical infrastructure network (DePIN) project
- Translated technical podcast content and developer updates into documentation users could actually parse
- Utilized LLMs and other AI tools to generate promotional social media content and articles, furthering the community's understanding of CDNs and decentralized routing
- Organized community events, moderated real-time discussions across multiple channels, and created educational materials that explained blockchain infrastructure without the usual crypto nonsense. (Turns out "your internet stops snitching on you" works better than "decentralized node incentivization")

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 (now Magnetic) *Linux Systems Administrator* **Aug 2009 - Jul 2010**
ePrize (now HelloWorld) *Associate Systems Administrator* **Oct 2005 - Apr 2009**

Education

Oakland University **2007 - 2009**
Kettering University **2005 - 2007**
BS, Computer Science (incomplete)
- **Achievements:**
  Phi Eta Sigma honor society member
  Alumnus, Phi Delta Theta — Michigan Delta chapter
    formerly Technology Secretary; Philanthropy Chair