JUSTIN HEARN

Support Engineer

Port Huron, MI | linkedin.com/in/jhearn | drinkyouroj.github.io | justin@hearn.me | 810-887-0299

Support engineer with 15+ years resolving complex technical issues for users at scale. Specializes in async communication, deep technical triage, and translating complexity into clear guidance. Enjoys supporting users while owning issues from first report to resolution.

HOW I WORK

- I default to written, asynchronous communication and assume my work will be read by people in different time zones and contexts. I aim to write responses that solve the immediate problem and reduce future questions.
- I take ownership of issues from first report through resolution. That includes clarifying the user's goal, isolating the real blocker, and following through until the user confirms they are unblocked.
- I prioritize clarity over speed when users are confused or frustrated. I focus on explaining what is happening, what to expect next, and what action the user needs to take, if any.
- When I solve a problem, I document it. I treat good documentation as part of the solution, not an extra task, so the next user or teammate does not have to start from scratch.

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, building trust through helpful technical support and consistent real-time moderation
- Handled Linux and general support tickets asyncronously across time zones with rapid triage; ensured new issues had eyes on them within minutes, not hours
- Translated technical podcast content and developer updates into documentation users could actually parse and social media content that drove community understanding and engagement
- 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
- Asynchronously provided support for a roster of six active games, ensuring readiness for upcoming launches by resolving technical issues efficiently and reducing user confusion
- 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; collaborated with engineering via written updates and issue summaries.

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

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

REFERENCES

Kyle Kristofferson	Dillon Overton	Zidan Mutaqin
https://linkedin.com/in/kylekristoffersen/	https://linkedin.com/in/dillon-overton-24516910b/	https://linkedin.com/in/zidan-mutaqin/