

# Justin Hearn

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## 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
- **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

## 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
- 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
- Digitally engaged with the community via Discord during significant events, ensuring prompt resolution of inquiries and maintaining a high standard of user experience
- Ensured timely and accurate responses to user queries, enhancing user satisfaction and fostering positive interactions
- Provided support for a roster of six active games, ensuring readiness for upcoming launches by resolving technical issues efficiently
- Utilized problem-solving skills to quickly find information needed to resolve diverse game-related issues and enhance team efficiency
- Demonstrated initiative in managing multiple roles and projects, contributing to overall team success
- Applied knowledge of Internet broadcasting and content production to assist with livestream operations, thereby improving engagement
- Contributed to the development of an in-house video streaming/playback platform to share content online while retaining rights, reducing third-party dependency

### **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
- Assisted in building projects for Sysadmin Apprentices, enabling them to create impactful solutions at Facebook after their first year in the program

### **All Star Directories** *Systems Engineer / Systems Administrator*

**Oct 2016 - Nov 2018**

- Coordinated Barracuda email cutover with senior staff, facilitating smooth communication flow
- Authored clear, step-by-step end-user documentation for common product use-cases to improve user experience and reduce support requests
- Troubleshot Azure AD account issues, identifying potential corruption and ensuring minimal disruption to user access

- Planned maintenance steps and ensured all documentation was reviewed and approved by team members, enhancing system reliability
- Developed an event handler with a process restart script to minimize productivity loss during JIRA outages, ensuring system continuity
- 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
- Managed WordPress-based knowledge websites, ensuring content accuracy and improving user engagement

## **Accretive Technology Group**

*Linux Systems Administrator*

**Apr 2013 - Mar 2014**

- Documented internal processes and provided training for team members, enhancing overall team efficiency and knowledge sharing
- Identified bottlenecks and potential vulnerabilities, recommending solutions that improved system performance and security
- Served as the front line of defense for production systems by promptly responding to live issues and identifying root causes to prevent recurrence
- Developed Puppet modules to automate the deployment of new server instances for the development team, reducing setup time and errors

## **Rackspace**

*Linux Administrator, Cloud Support*

**Dec 2012 - Mar 2013**

- Crafted technical documentation and supported cloud computing solutions
- Configured and troubleshooted customer services, ensuring optimal performance and customer satisfaction
- Educated customers in troubleshooting best practices, reducing support calls and promoting system self-reliance

## **Online-Access, Inc**

*Team Lead, Customer Support | IT*

**Jan 2012 - Dec 2012**

- Developed and implemented policies, procedures, and systems to enhance the efficiency of the front-line Customer Support team, resulting in improved response times
- Monitored client search engine rankings with SEO tools, reporting results to inform future strategy and optimization efforts
- Managed the Support team to ensure that all client-facing tasks were completed efficiently and on schedule, boosting client satisfaction and team productivity
- Recorded all customer interactions, issues, and sales leads in the internal CRM system (Kayako Fusion), enhancing accountability and expediting issue resolution
- Delivered top-tier support via email and telephone for all company products and services, which increased customer satisfaction and retention
- Collaborated with clients and vendors to launch sites by transferring domain names, configuring DNS, and setting up email and spam/virus filtering, ensuring smooth and successful implementations
- Communicated with customers to define website update and maintenance requirements, leading to improved functionality and user experience
- Designed and implemented new site content using an in-house SaaS CMS, HTML, and CSS, enhancing site aesthetics and user engagement
- Optimized websites and Google Local/Google+ profiles using SEO strategies to improve local search rankings and boost online visibility
- administered SaaS platforms including G Suite/Google Workspace (users, groups, IAM), improving office communication
- Supported network configuration and security tools (firewalls, VPNs, access control) within the office

## **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