



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

HOBBIES

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

REFERENCES

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