# JUSTIN LU

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## Production Support Engineer | Application Support | Front End Development

## SKILLS

**Support & Operations:** Application Support, Product Support, Incident Management, Root Cause Analysis, SLA Compliance, Ticket Triage

**Troubleshooting & Diagnostics:** Log Analysis, Web Application Debugging, API Troubleshooting, Configuration Issues

**Tools & Platforms:** Git, Github, Jira, Confluence, Postman, Windows, macOS

**Programming & Web:** Javascript, HTML, CSS, ASP.NET 4.8.1, C, C++, Next.js

**Languages:** English, Chinese

**Interests:** Keyboards, Motorcycles, PC building / Modding, Photography

## WORK EXPERIENCE

**Front End Developer** • **Full-time**                                                                        **Atlanta, GA**
**CDI Credit**                                                                                                            **01/2025 – 07/2025**

- Assisted in migrating core web applications from **ASP.NET 4.8** to **Next.js**, ensuring modernization without disrupting production environments.
- Refactored legacy ASP.NET code by **removing outdated dependencies** and applying fixes through controlled **Git branching strategies**, preventing downtime.
- Collaborated via **ClickUp** and Git workflows to manage tasks, track progress, and maintain code quality across the team.
- Supported testing, debugging, and production readiness during application migration to ensure stable releases.

**Production Support Specialist** • **Full-time**                                                          **Atlanta, GA**
**Insight Global**                                                                                                      **01/2024 – 01/2025**

- Monitored production application environments to ensure high availability and system reliability.
- Analyzed error logs, performance metrics, and system alerts to proactively identify issues before they impacted users.
- Collaborated cross-functionally with developers and infrastructure teams on root cause analysis and permanent fixes.
- Improved workflows by streamlining monitoring processes and automating recurring support tasks.
- Provided L2/L3 production support and managed incident response for business-critical applications serving 5,000+ users.
- Resolved 200+ production incidents while maintaining ~99% SLA compliance.

**Application Support Specialist** • **Full-time**                                                         **Atlanta, GA**
**Insight Global**                                                                                                      **08/2022 – 12/2024**

- Troubleshot application functionality, user access, and configuration problems while maintaining SLAs.
- Escalated complex bugs and performance issues to Tier 3/development teams, ensuring efficient resolution.
- Delivered clear communication and step-by-step solutions to non-technical users.
- Documented recurring issues and created knowledge base articles to improve self-service support.

- Provided L1/L2 application support for enterprise systems, serving as the primary point of contact and handling 80+ tickets per month.

**Service Desk Tier 1 • Full-time**                                        **Atlanta, GA**
**Insight Global**                                                    **02/2022 - 08/2022**

- Served as the first point of contact for users seeking technical assistance.
- Provided timely technical support via phone, email, and ticketing tools, maintaining SLA compliance and high user satisfaction.
- Troubleshot issues related to Windows OS, Active Directory, VPN access, and Microsoft Office Suite.
- Supported new-hire onboarding by setting up workstations, configuring accounts, and installing required software.
- Successfully addressed 100+ application support tickets, highlighting technical proficiency and dedication, resulting in a timely promotion to Application Support Specialist.

**Web Developer • Freelancer**                                       **Florida (Remote)**
**Equal Justice Studios | Boycott 1902**

- Built, maintained, and optimized WordPress sites with a focus on performance and SEO.
- Ensured cross-browser, cross-platform, and multi-device compatibility for all web solutions.
- Troubleshot integrations, components, and site infrastructure issues.

## EDUCATION

**Bachelor Of Science in Computer Science**

Kennesaw State University                                                Kennesaw, GA

## PROJECTS

**Personal Portfolio Website**

Personal portfolio created to showcase and sandbox my abilities as a developer. Used to experiment with front-end features, debugging workflows, and technical problem-solving.

**TicTacToe in C**

Personal Project to learn about game loops, bitmapping, and low level programming

**Task Scheduling in Cloud Computing**

Senior Capstone Project