

JUSTIN LU

Alpharetta, Georgia • 6789780780 • justinklu75@gmail.com

Software Engineer | Front-End Developer | IT Support Specialist

Solution-oriented Software Engineer with 3+ years of IT experience. Skilled in applying technical expertise to deliver efficient solutions and improve workflows. Highly organized and committed to driving measurable impact through structured processes and cross-functional collaboration.

WORK EXPERIENCE

Front End Developer • Full-time CDI Credit

Atlanta, GA
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- Refactored legacy ASP.NET code by **removing outdated dependencies** and applying fixes through controlled **Git branching strategies**, preventing downtime.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.

Production Support Specialist • Full-time Insight Global

Atlanta, GA
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 with developers and infrastructure teams on root cause analysis and permanent fixes.
- Managed incident response for business-critical applications, minimizing downtime and coordinating updates.
- Improved workflows by streamlining monitoring processes and automating recurring support tasks.

Application Support Specialist • Full-time Insight Global

Atlanta, GA
08/2022 – 12/2024

- Acted as primary point of contact for application issues, providing Tier 1 / Tier 2 support for enterprise systems.
- Troubleshoot 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.

Service Desk Tier 1 • Full-time Insight Global

Atlanta, GA
02/2022 – 08/2022

- Served as the user's 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.
- Troubleshoot 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 Production Support Specialist.

Sales Associate • Part-time
Grapes & Grains

Atlanta, GA
07/2020 – 08/2021

- Delivered excellent customer service while managing compliance with alcohol regulations.
- Oversaw POS operations, inventory tracking, and accurate financial transactions.
- Identified sales patterns and customer preferences to support purchasing decisions.

Accounting Intern • Full-time
D & D Financial

Atlanta, GA
07/2014 – 09/2014

- Utilized Excel and accounting software to analyze large data sets, identify discrepancies, and improve reporting efficiency.
- Streamlined record-keeping processes, enhancing accuracy and accessibility of financial data for cross-departmental use.
- Collaborated with senior accountants to prepare audit-ready documentation, reinforcing compliance with regulatory standards.

Web Developer • Freelancer
Equal Justice Studios | Boycott 1902

Florida (Remote)

- Built, manipulated, and maintain Wordpress site while optimizing SEO
- Ensure cross-browser, cross-platform, and multiple device type compatibility for all web solutions
- Troubleshoot integrations, components, and infrastructure

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.

Task Scheduling in Cloud Computing

Senior Capstone Project

TicTacToe in C

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

SKILLS

Technical Skills: ASP.NET 4.8.1, Git, Jira, jQuery, Kafka, Studio 3T, VMS Sync, Wix

Programming Languages: C, C++, CSS, HTML, Javascript, SQL

Languages: Chinese, English

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