

# Justine Jorolan

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## WORK EXPERIENCE

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### Ideal Group

May 2022 – Present

*IT Technical Specialist*

*Detroit, MI*

- Developed organization specific applications utilizing Microsoft's Power Platform, ERP systems, and databases. (PowerApps, Power Automate, PowerBI, SSMS, Sage 100)
- Maintained documentation of organizational processes, installations, and operational patches.
- Provide Tier 1 to Tier 3 support to users. Manage account access, licenses, and permissions.
- Maintain organizations Phishing programs and campaigns. Monitor reported phishing emails.

### US Navy Reserves - EUCOM Joint Analytics Command 0592

July 2018 - Present

*IT Support Specialist*

*Detroit, MI*

- Provide Tier 1 support and troubleshooting. Assisted in management of 150+ Desktops and NMCI Assets.
- Request routing for SIPR tokens acquisition for new and existing users. Familiar with operating in NIPR, SIPR, JWICS environment.
- Worked with a team of 6 in a Chief of Naval operations appointed mission with NAVWAR to audit server spaces.
- Led a small team in assisting in machine learning for a new AI system.

### US Navy Reserves - Beachmasters Unit Two

May 2022 - Present

*Radio Operator*

*Little Creek, VA*

- Intermediate Proficiency in Crypto handling and management as a local element.
- Beach Party Team Lead Communicator in conventional beach operations. Assist in beach and camp setup ensuring safe landings for small crafts.

### Medavail/SpotRx

January 2021 - May 2022

*Account Manager*

*Detroit, MI*

- Acclimated/Managed first two clinics in Michigan. Employing interpersonal talents to acquire personal relationships with patients and physicians to utilize our system
- Trained and mentored new Account Managers promoting productivity, accuracy, and friendly customer service.

## EDUCATION

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### Sterling Heights High School

June, 2017

*High School Diploma*

*Sterling Heights, MI*

## SKILLS & INTERESTS & CERTIFICATIONS

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- **Certifications:** CompTIA Security+, Azure Fundamentals (AZ-900), Azure Administrator Associate (AZ-104)
- **Skills:** TS/SCI Clearance with Polygraph, Troubleshooting, Project Management, Attention to Detail, Oral Communication, PowerApps, PowerBI, Power Automate, MS SQL, Office 365, Javascript, ERP Systems