Justin Sautter

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Experience

LovelySkin Gretna, NE
System Administrator Oct 2024 – Current
- Managing, patching, upgrading and troubleshooting various servers, networks, databases and backend systems.
- Using JavaScript, Node.js, and RESTful APIs to create end user shipping and logistics enhancements.
- Providing technical support to end users where necessary.

Five Nines Technology Group Omaha, NE
Onboarding Engineer April – Sept 2024
- Performed thorough discovery and documentation of new client environments, while deploying Five Nines tools and tech stack.
- Led implementation and migration of infrastructure and products from vendors, while communicating plans and details to clients in an easy-to-understand manner.
- Configured new client environments to industry and security best practices. Implemented network alerting, access management, endpoint remote management, detection and response, antivirus, backups infrastructure, and multifactor authentication.
- Acted as Tier 2 support for tickets, issues and requests where needed.

Systems Engineer Feb 2023 – March 2024
- Systems engineer and administrator handling technical projects, network troubleshooting, server administration, vulnerability remediation, and escalated tickets as Tier 2 support.
- Researched and investigated information security incidents from security analysts. Performed vulnerability remediation for all assets, including post penetration testing.
- Managed Microsoft 365 tenant administration, group policy, Windows servers, and patch management.
- Collaborated closely with network engineers to remediate network vulnerabilities under change management procedures, maintain the next-generation firewalls (NGFW), and troubleshoot network issues.
- Worked with in-house support desk to resolve escalated tickets and end user issues.

Desktop Support Technician Oct 2022 – Feb 2023
- Troubleshooting a wide range of technical issues and end users' needs from 200+ businesses including computer systems, networks, email, line of business apps, MFA, Citrix, user accounts, etc.
- Handled new user creation, termination, desktop staging and deployment.

Certifications
- CCNA: Cisco Certified Network Associate
- CompTIA Security+
- CompTIA Network+
- AZ-900: Microsoft Azure Fundamentals
- SC-900: Microsoft Security, Compliance, & Identity Fundamentals

Education

B.S. in Computer Science Expected Nov 2026
Bellevue University *Bellevue, NE*
Cumulative GPA: TBD

A.A.S. in Cyber Security Nov 2024
Metropolitan Community College *Omaha, NE*
Cumulative GPA: 3.68
Phi Theta Kappa Honor Society / Ethical Hacking Club Member

Skills: JavaScript/TypeScript, Python, SQL, RESTful APIs, Bash, VMware, Cisco networking, Azure, Windows Server, Active Directory, M365 administration