

Justin Hearn

1743 Summit Avenue #107, Seattle, WA 98122
206-289-0308 • <http://hearn.me> • justin@hearn.me

Summary

Dependable Linux Systems Administrator skilled at managing diverse needs in challenging, fast-paced environments. Advocate for free/libre and open-source software, dedicated to solving problems through regular, iterative improvements. Friendly and energetic professional with remarkable communication and customer service skills, as well as a proven ability to mentor peers and clients while ensuring systems' security, performance, and availability - most recently demonstrated through the launch of the social media site Sondry. Possesses a passion for learning and trying new things as well as a love of comedy and live music.

Skills

- Savvy and motivated Linux technician, offering hands-on experience administering complex server environments with a 24x7x365 service availability mindset
- Rock-solid problem-solving skills, including familiarity with issues and challenges that arise at scale
- Affinity for learning and applying new information, outside-the-box ideas, and unfamiliar technology. Able to get up-to-speed quickly and tackle projects with minimal ramp-up time, hand-holding, or oversight.
- Excellent communication; able to adjust language and jargon on-the-fly to match the intended audience and explain complex technical concepts in a relatively non-technical way
- **Linux Distributions:** Debian, Ubuntu, Arch, Fedora, RHEL, CentOS, Gentoo/Funtoo
- **Scripting/Automation:** Bash, Python, Perl, Ansible, Puppet
- **Databases:** MySQL, MongoDB, Amazon RDB, ElasticSearch, Redis, Postgres
- **Networking:** TCP/IP, load balancers
- **Software:** Apache, Tomcat, nginx, Nagios, munin, exim, Postfix, Atlassian products
- **Concepts:** Infrastructure-as-Code, Just Enough Documentation, A/B infrastructure, Canary deployments
- **Virtualization/Cloud:** Amazon Web Services (AWS), Docker, Proxmox, Ganeti, VirtualBox, Xen, KVM, LXC

Employment

Technology Consultant; Project Manager

Sondry • <http://sondry.com> • Seattle, WA
since October 2014

- design, build, and maintain the systems that run our website
- ensure around-the-clock availability and a user experience that is fast, stable, and secure
- provide robust systems that scale on demand to handle periods of high traffic while minimizing day-to-day operating costs
- collect and analyze production data and make it available to teams within the company, while monitoring for real time problems and alerting administrators about any issues
- improve internal processes to reduce friction among teams, shrink the time between "conception" and "release," and help maintain a sustainable and bug-free product
- take ownership of software development lifecycle: prioritize and manage development tasks, review code changes, develop and maintain tools to assist with testing and code rolls

Employment (continued)

Linux Systems Administrator

Accretive Technology Group • <http://accretivetg.com> • Seattle, WA
April 2013 - March 2014

- administer over 1200 servers running Debian GNU/Linux and FreeBSD
- keep up with routine tasks: review system logs, ensure backups run correctly, grant/revoke employee access, apply system updates
- document internal processes and provide training for other team members
- identify bottlenecks or potential vulnerabilities and offer possible solutions or improvements
- act as the “front line” protecting production systems; respond to live issues, resolve immediate problems, and work towards identifying root-causes to prevent issues from reappearing
- effectively use tools such as Nagios, SEC, logwatch, munin, and others to form a real-time understanding of what is happening in a highly complex and ever-changing environment
- assist Sr.-level admins with various projects, including: rebuild a large number of bare-metal hosts (40+) as VMs; build/test new Redis hosts, deploy in production without affecting live traffic; migrate guests in a Ganeti cluster away from one node for hardware replacement; build Puppet modules to automate deployment of new development team servers

Linux Administrator, Cloud Support

Rackspace • <http://www.rackspace.com> • San Antonio, TX
December 2012 - March 2013

- develop documentation and provide support for constantly changing, bleeding-edge technology in the cloud computing space
- install, configure, update, and troubleshoot services for customers
- proactively reduce the number of incoming support calls by teaching customers "how to fish"
- explain complex technologies to customers using language they can understand
- collaborate with fellow system administrators and support team members to ensure that all customers have a positive support experience
- recommend products that would be beneficial to the customer and notify the sales team of all potential leads

Systems Administrator and Support Team Lead

Online-Access • <http://online-access.com> • Port Huron, MI
January 2012 - December 2012

- design, build, deploy, and maintain servers for running both client-facing products and internal productivity tools
- work with developers to design system architecture changes, investigate potential costs/benefits of these changes, and develop an execution plan for changes we decide to implement
- provide internal Help Desk support for employee PCs and VOIP phones
- develop automated tools to assist the Customer Support team, saving man-hours and preventing human error
- manage Support team to ensure all client-facing tasks are completed successfully and on-time
- ensure all customer issues, bugs, tasks, Sales leads, etc. are documented in internal request tracking system
- work directly with clients and vendors to bring sites live and define requirements for website updates and maintenance
- design/implement new site content; optimize websites and Google Local/Google+ profiles to increase local search rankings

Employment (continued)

Linux Systems Administrator

MyBuys • <http://www.mybuys.com> • Ann Arbor, MI
August 2009 - July 2010

- work with managed hosting provider to ensure efficient operation of production systems including administration, monitoring, scheduling, capacity planning, troubleshooting, support, and emergency response
- serve as an escalation path for data center issues and emergencies
- create, document, and follow operational policies to mitigate risk
- recommend improvements for processes and standard procedures
- leverage analytic and technical problem-solving skills and experience to independently identify root causes and develop solutions
- work with QA, Product Development, and Professional Services teams to maintain timely and high-quality email message deliveries, web recommendations, and client deployment/upkeep
- design, build, and maintain all local infrastructure for Ann Arbor office
- ensure smooth network communication between offices in Ann Arbor, MI and Redwood City, CA

Associate Systems Administrator

ePrize • <http://eprize.com> • Pleasant Ridge, MI
October 2005 - April 2009

- apply communication, analytic, and problem-solving skills to maximize the benefit of IT system investments, including over 300 Linux servers
- design and deploy new applications and enhancements to existing applications, software, and operating systems
- gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems
- monitor and test server and network performance; prepare and deliver system performance statistics and reports
- collaborate with network staff, Windows Server administrators, and software engineers to ensure smooth and reliable operation of software and systems
- design, develop, document, and maintain Perl modules/programs/scripts and bash scripts to both save man-hours and minimize the possibility of human error by automating routine processes
- create and maintain documentation for internal systems and tools

Education

Bachelor of Science (computer science)

Kettering University • Flint, MI
July 2005 - 2007

- Phi Delta Theta fraternity (alumnus), Michigan Delta chapter
 - served as Technology Secretary (2006-2009) and Philanthropy Chair (2006-2007)
- Member of Phi Eta Sigma Honor Society
- Recipient of Presidential Merit Scholarship
- 89 WAG (Weighted Academic Grade); degree incomplete

Bachelor of Science (information technology)

Oakland University • Rochester, MI
September 2007 - 2009

- Music Theory minor
- 3.4 GPA; degree incomplete