

JUSTIN GEARHEART

DIRECTOR OF OPERATIONS / TECHNICAL PROJECT MANAGEMENT



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EDUCATION

MASTER OF SCIENCE

Instructional Design and Technology
Bloomsburg University
2025

BACHELOR OF SCIENCE

Technical Leadership
Bloomsburg University
2024

ASSOCIATE OF APPLIED SCIENCE

Computer Networking
Lehigh Carbon Community College
2012

CERTIFICATIONS

[DATA ANALYTICS](#)

Google
05/08/2022



[PROJECT MANAGEMENT](#)

Google
08/03/2022



SUMMARY

Achieved substantial growth for my current employer through the collaborative development and implementation of streamlined processes, customized solutions, and operational enhancements. This progress was driven by optimizing efficiency and applying a blend of skills in leadership, computer networking, on-premises and cloud server infrastructures, programming, and data analytics.

PROFESSIONAL EXPERIENCE

EAST COAST NETWORK SERVICES

A leading managed solutions provider (MSP) specializing in infrastructure management and technical project services, delivering tailored solutions to businesses seeking IT support.

Director of Operations

2023 - Present

- Developed a custom Triage and Dispatch process utilizing ITIL practices to increase efficiency and get customer requests to the correct team faster.
- Leveraged data analytics software to provide critical information to leadership and stakeholders resulting in a 20% revenue increase in the first year.
- Utilized programming skills to build dynamic web forms, boosting efficiency and enabling clients to provide crucial information seamlessly, thereby expediting issue resolution.
- Implemented SLAs and KPIs to enhance transparency among technical teams, management, leadership, and clients. This initiative led to a reduction in escalations and a simultaneous boost in both client and employee satisfaction.
- Devised, documented, and executed a project lifecycle modeled after Waterfall methodologies, resulting in a significant enhancement of operational efficiency. This strategic move not only bolstered project completion rates but also propelled revenue generation through increased project throughput.

Technical Project Manager

2016 - Present

- Managed a team of 10 Project Technicians, executing extensive IT implementations (Azure Server Migrations, Email Migrations, and Network Infrastructure Reconfigurations).
- Conducted training sessions on high-level networking and server infrastructure concepts to improve the skills of team members.
- Ensured the currency and relevance of project templates, regularly updating and refining them as needed to enhance team efficiency.
- Closely monitored SLAs and KPIs to ensure that the team consistently met the financial budgetary targets outlined in our scope of work.
- Established scopes of work by documenting the anticipated duration for each individual task, providing clarity on project timelines.

Senior Level III Network Architect

2015-2016

- Addressed all technical inquiries, regardless of complexity, serving as the ultimate resource for resolving any question or issue.
- Conducted high level IT implementations including server and email migrations.

IT Network Analyst

2013-2015

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SKILLS

Leadership
Operational Development
Project Management
Stakeholder Management
Data Analytics
Waterfall & Agile Methodologies
Microsoft Server Infrastructure
Server Architecture & Azure
Networking Architecture
Lean Process Creation
Business Analysis
Program Management
Dreamweaver
R Programming / SQL
HTML & CSS
BrightGauge / Tableau
ConnectWise / Jira / Confluence
Scrum
Agile Methodologies
Javascript

HAMILTON ANIMAL CARE

A veterinary clinic providing compassionate and comprehensive medical services and boarding facilities for pets, ensuring their health and well-being. Located in Allentown, PA.

Director of Information Technology

2013-2015

- Implemented Linux-based Virtual Machines as servers using VNC and SSH connections, providing a cost-effective and scalable solution to meet the growing demands of the organization's IT infrastructure.
- Deployed and managed File Servers, Print Servers, Firewalls, Switches, and VPNs, ensuring optimal performance, security, and availability of critical systems.
- Configured and maintained server backups and disaster recovery processes, ensuring minimal downtime and data loss in case of any unexpected events.
- Optimized network and system performance, regularly monitoring and analyzing metrics to identify and address any bottlenecks or issues that could impact productivity.
- Provided technical support to end-users, troubleshooting and resolving hardware, software, and network issues in a timely and efficient manner.

T-MOBILE, USA

A prominent telecom company offering wireless services to consumers and businesses. Known for its innovative approach and network coverage, provides a wide range of mobile solutions and plans.

Tier III Technical Support

2007- 2010

- Demonstrated strong technical troubleshooting skills as a support technician, frequently addressing escalations from other team members to resolve complex technical issues with Android and iOS devices.
- Established and maintained positive relationships with T-Mobile's GSM Cellular Network, collaborating closely to investigate and resolve call quality issues for customers.
- Completed 4 weeks of intensive training in GSM network technology and an additional 4 weeks of training in Blackberry devices to enhance expertise and provide high-quality technical support to customers.
- Maintained accurate records of customer interactions and technical issues, utilizing customer relationship management (CRM) software to effectively manage customer inquiries and ensure timely issue resolution.
- Provided clear and concise technical guidance and recommendations to customers, building trust and rapport with clients while also ensuring their satisfaction with the service provided.
- Contributed to the development of technical support resources and training materials, sharing expertise and knowledge with team members to improve the overall quality of support services.