

Justin K. Byrth

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ABOUT

Experienced project engineer, IT manager, and business consultant who can work with diverse clients to understand their pain points and quickly and efficiently implement a technical or business process solution to resolve their problems. Seeking a position in product or project management that will allow me to explore my true passion for listening to customers to build products that solve real-world problems in a fast-paced, dynamic work environment. Worked with teams of hundreds of people at Fortune 500 companies, top startups, and non-profits to improve their business and technical processes.

EXPERIENCE

Project Engineer

Arc Designs (Delta Skyway Project @ LAX)

Los Angeles, California ▪ August 2019 – Present

- Managed all aspects of projects including planning, budgeting, scheduling, quality control, coordination, monitoring, progress tracking, reporting, and compliance
- Reviewed engineering deliverables and took corrective actions while keeping relevant stakeholders in the loop throughout the project lifecycle
- Coordinated with stakeholders to translate their asks into requirements and represented clients in the field
- Handled performance management, delegated tasks, and mentored team members

Business & Technical Consultant

Self Employed

Los Angeles, California ▪ January 2010 – Present

- Worked with teams to improve their business and technical processes
- Planned and presented at events, conferences, and workshops with over 150 people
- Developed, maintained, and monitored websites
- Set up and managed social media accounts
- Handled emergency outages and other technical situations while on call
- Set up and maintained desktops, laptops, printers, VoIP, and cellular phones
- Diagnosed, troubleshot, and resolved diverse hardware and software issues

IT Manager

FabFitFun (Contractor for Ash Tech Inc)

Los Angeles, California ▪ September 2017 – April 2018

- Implemented inventory tracking system, which allowed IT team to track lost or stolen hardware
- Implemented project management and tracking system, which resulted in faster response times
- Implemented prioritization system, which ensured critical issues weren't ignored
- Set up and maintained network, desktops, laptops, printers, and cellular phones
- Diagnosed, troubleshot, and resolved diverse hardware and software issues

Technology Consultant

Baha'i World Center

Haifa, Israel ▪ July 2017 – August 2017

- Implemented prioritization system, which resulted in faster response times for the most critical issues
- Set up and maintained desktops, laptops, printers, VoIP, and cellular phones

- Researched and trained staff on the use of KASE K2000
- Diagnosed, troubleshot, and resolved diverse hardware and software issues

Support Specialist

Torrance Unified School District

Torrance, CA ▪ Aug 2016 – Nov 2016

- Created help desk documentation and handled ticket prioritization, which allowed users to resolve technical issues on their own and resulted in far fewer support tickets
- Set up and maintained hardware equipment, software applications, and operating systems for staff
- Diagnosed, troubleshot, and resolved diverse hardware and software issues for the school district

IT Specialist II

AECOM

Los Angeles, CA ▪ Dec 2012 – Feb 2015

- Instrumental in the rollout of project management and tracking system, which resulted in faster response times and near 100% uptime
- Implemented and maintained disaster recovery plans with regular backups and Ghost images of workstations, which prevented data loss and service interruption during upgrades
- Trained and supported over 400 people in the use of company systems and applications
- Set up and maintained desktops, laptops, printers, and VoIP phones
- Diagnosed, troubleshot, and resolved diverse hardware, software, and network issues

Site Services Desktop Support

Xerox Business Solutions

Los Angeles, CA ▪ June 2012 – Dec 2012

- Provided technical support for a team of over 300 users with quick response times
- Coordinated and handled hardware and software implementations and upgrades with the business teams, which prevented service interruptions
- Ensured maximum system uptime through proper maintenance of workstations, printers, and peripherals
- Diagnosed, troubleshot, and fixed diverse hardware and software connectivity issues

Help Desk Engineer

Mirth Corporation

Irvine, CA ▪ Feb 2012 – June 2012

- Prioritized, triaged, and escalated tickets for development teams
- Fixed diverse hardware and software issues for a worldwide user base
- Reported and documented all inquiry activities
- Helped developers fix backend issues using Java

Technical Support Lead

Baha'i World Center

Haifa, Israel ▪ January 2007 – Oct 2009

- Created and maintained onboarding process and technical training courses for staff
- Created and maintained Oracle database documentation, query management, and developer access control
- Prepared research reports and recommendations for upper management to adopt various software and hardware solutions including the online payment system
- Set up and maintained VPN for remote access, and VoIP and cellular phones for staff

Computer Lab Assistant

Riverside Community College

Riverside, CA • Oct 1999 – Apr 2002

- Monitored and repaired computer terminals
- Solved technical problems for students and staff
- Tutored IT and CS students

EDUCATION

California State University, San Bernardino

San Bernardino, CA

Bachelor of Science in Business Administration, Information Management Concentration

2006

Riverside Community College

Riverside, CA

Associate of Science in Computer Science

2002

SKILL

- Adaptable and attentive to business and user needs
- Analytical Reasoning
- Creative problem solving & decision making
- Ability to work under pressure
- Awareness of trends in business and technology
- Collaboration / Teamwork
- Effective Communication with end-users and clients
- Presentation skills
- Printer Troubleshooting
- Network Connectivity Troubleshooting
- System upgrade and recovery
- New User Training and onboarding
- Inventory Tracking
- LAN/WAN setup
- Server and VoIP Setup
- Wireless/VPN setup
- Event and conference planning
- Directing camps
- Group facilitator
- Curriculum Development
- Conflict resolution
- Customer orientation
- Time Management
- Coaching & mentoring
- People Management
- Task Management
- Cross-cultural sensitivity and communication

SOFTWARE & OPERATING SYSTEMS

- Android
- IOS
- Windows
- OSX
- Chrome OS
- G Suite
- Google Admin
- Microsoft Office suite (*Word, Excel, Outlook, OneNote, Publisher, PowerPoint, Access*)
- Linux
- SQL
- Active Directory
- Cisco Networking
- Ubiquiti Networking
- HTML
- CSS
- JIRA
- Oracle Database
- SRM
- ServiceNow (IRIS)
- SharePoint
- Bomgar
- Trello
- Slack
- Wrike
- Photoshop
- macOS Server
- Apple Device Management
- Snipe-IT
- Adobe InDesign
- Atera
- Procure
- Bluebeam
- SuiteCRM
- MS Whiteboard