

Justin McLemore

Technology Generalist

PROFESSIONAL EXPERIENCE

Technical Operations Engineer at Google | London & Taipei

OCT 2021 - MAR 2024 (5 yr 6 mo)

- Led a team of 10 subject matter experts responsible for strategic planning and execution of security support user journeys.
- Mentored and supported a hybrid team of 38 engineers, fostering skill development and knowledge-sharing in a distributed working environment.
- Collaborated with cross-functional teams globally to achieve shared goals, ensuring alignment across different departments.
- Implemented strategic project portfolio management processes, increasing leadership visibility and streamlining decision-making to help land projects.
- Advocated for resource reallocation and team restructuring, ensuring balanced workloads and operational effectiveness.

Content Specialist at Synology | Taipei, Taiwan

NOV 2017 - OCT 2018 (1 yr)

- Planned, wrote, and edited technical content related to data storage, security, and network solutions, ensuring clarity and alignment with brand philosophy.
- Managed content marketing campaigns, implemented SEO strategies, and built strategic partnerships for content authoring.

Systems Engineer at The Ohio State University | Columbus, OH USA

OCT 2015 - MAR 17 (2 yr 1 mo)

- Managed and mentored student employees, guiding them in troubleshooting, systems administration, and best practices.
- Led the integration of Jamf's Casper Suite, ensuring seamless deployment across a large university environment.
- Configured network infrastructure to support cross-subnet communication with redundancy.
- Provided technical support for 30+ servers and 1,400+ workstations, troubleshooting issues in a high-demand academic environment.
- Acted as an operating system expert, optimizing performance and security across multiple platforms.

EDUCATION

The Ohio State University (2014)

Psychology, B.A.

VOLUNTEERING

The Listening Place, London

Feb 2022 - Dec 2023 (1 yr 9 mo)

SKILLS & TRAITS

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|---|----------------------|---|
| • Linux, macOS, Windows, ChromeOS, Android, iOS | • Project management | • Hardware and software troubleshooting |
| • Training & mentoring | • Documentation | • Leadership |
| • Prioritisation | • Curiosity | • Knowledge sharing |
| • Strategic thinking | • Communication | • Organization & Efficiency |
| | • Perspective | |