

Justin Frank

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Summary of Qualifications

Motivated and hands-on IT professional with experience in network operations and troubleshooting. Demonstrated ability to take initiative and work collaboratively, including leading a university capstone project focused on addressing housing insecurity. Skilled in solving technical issues quickly and efficiently while communicating clearly with team members and stakeholders. Known for breaking down complex problems into simple, actionable solutions.

Education

Rutgers University - New Brunswick, New Jersey

Aug 2021-May 2024

Bachelor of Science: Information Technology and Informatics with a Minor in Digital Communication, Information and Media

GPA: 3.02 (Cumulative GPA)

- Dean's List Recipient in Spring 2023 and Spring 2024
- Relevant Coursework: Virtual Team Dynamics, Social Informatics, Leadership in Digital Contexts, Digital Technology and Disruptive Change, Management of Technological Organizations, Public Speaking, Human Computer Interaction Technology, Capstone in Information Technology and Informatics, Object-Oriented Programming, Networking and Internet Technology, Application of Research in Information Technology, Finance for Personal and Professional Success, Capstone in Digital Communication, Information, and Media, Topics in Information Technology

Raritan Valley Community College—Branchburg, New Jersey

Aug 2018- May 2021

Associate of Applied Science: Computer Information Systems & Computer Programming

- Dean's List Recipient in Spring 2020, Fall 2020, and Spring 2021
- Relevant Coursework: Web Page Development, Computer Concepts and Programming, Systems Analysis and Design, Database Development & Design, JavaScript, Intro to Cisco Networking, Systems Development and Implementation, Operating Systems

Technical Skills

- **Networking:** LAN, WAN, TCP/IP, DNS, DHCP, Firewall Management
- **Technical Proficiency:** Microsoft Office Suite, G Suite, Active Directory, ServiceNow
- **Scripting:** Python, JavaScript
- **Cloud & Virtualization:** Basic knowledge of Cloud solutions and virtualized environments
- **Server Administration:** Microsoft Windows Servers
- **Troubleshooting:** Strong analytical and problem-solving skills with a focus on recognizing impact and identifying root issues
- **Communication:** Ability to translate complex technical concepts into simple language for various audiences
- **On-Call Support:** Experience providing timely support during network events and outages.

Related Projects

Capstone Project: Preventing Crisis for Low-Income Renters & Small Landlords (Capstone in Information Technology and Informatics)

Duration: September 2023–December 2023

Role: Tech Lead

Description: Our capstone project focused on addressing the critical issue of housing insecurity in the New Brunswick area, particularly affecting low-income renters and small landlords, exacerbated by the COVID-19 pandemic. We developed a digital platform to assist vulnerable families by connecting them with housing resources and organizations. The platform features tools for identifying at-risk renters and landlords, housing searches, community/social support, and real-time notifications. Key challenges addressed include housing insecurity, food insecurity, language barriers, and post-COVID-19 impacts.

Technical Prototype:

- Figma Wireframe: <https://www.figma.com/file/s9EmEQFQojuPm5eDqDYMwz/Homes-for-New-Brunswick-Wireframe?type=design&node-id=0%3A1&mode=design&t=RqldUUFeEyafkIF-1>
- API Sample Code: https://docs.google.com/document/d/15OGjbiYUVoDHnjutwTpEYE2UCLl0z-HUH3dt5_bLEKI/edit
- Final Presentation: https://docs.google.com/presentation/d/1_T6xAgdiokDv3hfV3LLDz-GZgqsFijx3V8AOvstFtkk/edit

Work History

Network Operations Center | Student Worker at Rutgers University—New Brunswick, New Jersey

Nov 2021- Dec 2022

- Monitored infrastructure, incident and problem management, and network equipment.
- Analyzed infrastructure, performed repairs, configured network equipment, and provided service provisioning.
- Supported ticket fulfillment, NOC Call center and support services, and communicated service outages.

Certificates - CCNAv7: Switching, Routing, and Wireless Essentials & CCNAv7: Introduction to Networks

Languages - Intermediate Spanish