

Justin Hoffmann

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PROFESSIONAL SUMMARY

IT Support Technician with experience supporting Microsoft 365, Windows, networking, and endpoint management in a Managed Service Provider (MSP) environment. Skilled in troubleshooting hardware, software, Microsoft 365, and network issues while delivering excellent customer support. Passionate about systems administration, virtualization, Linux, automation, and infrastructure technologies.

PROFESSIONAL EXPERIENCE

Business Information Solutions | IT Support Technician

March 2026 – Present

- Provide remote and onsite technical support for business clients in an MSP environment.
- Administer Microsoft 365, Microsoft Entra ID, Exchange Online, and user account management.
- Troubleshoot Windows, printers, networking, and endpoint security solutions including NinjaOne, SentinelOne, Huntress, Guardz, and Barracuda.
- Configure workstations, onboard users, and resolve hardware, software, and network issues.

Harris Business Machines | Service / Network Technician

September 2022 – February 2026

- Configured TCP/IP, DHCP, SMB file sharing, printers, and network connectivity.
- Diagnosed hardware, firmware, software, and networking issues on multifunction devices.
- Performed remote support using TeamViewer and delivered onsite technical support.
- Installed, configured, repaired, and maintained office technology while minimizing downtime.

Metric | Field Supervisor

October 2018 – September 2022

- Supervised field operations and provided hardware/software technical support.
- Improved communication and operational efficiency across multiple projects.

TECHNICAL SKILLS

Microsoft: Microsoft 365, Microsoft Entra ID, Active Directory, Exchange Online

Operating Systems: Windows 10/11, Windows Server, Linux, macOS

Networking: TCP/IP, DHCP, DNS, SMB, VPN

Infrastructure: Proxmox VE, Docker, Virtual Machines

Endpoint Management: NinjaOne, SentinelOne, Huntress, Guardz, Barracuda

Support: Remote Support, Hardware Troubleshooting, PowerShell, Printer Administration

CERTIFICATIONS

- CompTIA A+
- 3CX VoIP Certified Technician
- Canon Full-Line Certified Technician