Justin Waugh

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Professional Summary

Results-driven IT Specialist and Network Administrator with over 14 years of hands-on experience designing, implementing, and maintaining secure, resilient, and efficient IT infrastructure.

Adept at managing complex network environments using pfSense firewalls, server virtualization platforms, and modern backup strategies.

Proven track record of keeping systems online and secure with near-zero downtime.

Passionate about optimizing performance, reducing risk, and delivering technical solutions that scale.

Core Competencies

- Network Administration & Security

- pfSense Firewall Configuration

- Virtualization (Proxmox, Hyper-V)

- Backup & Disaster Recovery

- Homelab & Infrastructure Design

- DNS Management (Windows Server, Pi-hole)

- Docker & Containerization

- TrueNAS & Storage Solutions

- IT Troubleshooting & Support

- Client & Stakeholder Communication

Professional Experience

IT Manager

H&M Motor Company - Weston, WV | Dec 2010 - Present

- Solely responsible for all IT infrastructure, including network management, backups, system upgrades, and cybersecurity.

- Maintained an uptime record of over 99.99%, with less than 5 hours of total downtime over 14+ years.

- Designed and implemented a robust backup strategy including 15-minute server snapshots and hourly off-site syncs.

- Managed pfSense firewall with custom routing, VLANs, static IPs, and remote access controls.

- Supported desktop, server, and network systems for multiple users in a fast-paced automotive environment.

IT Specialist / Owner

JTekNet - North Central West Virginia | 2008 - Present

- Provided professional break-fix computer repair and on-site network support for residential and small business clients.

- Served hundreds of satisfied customers across Lewis, Gilmer, Upshur, Harrison, and Marion counties.

- Delivered solutions ranging from virus removal and hardware repair to full network installations and wireless optimization.

- Known for responsive, reliable service and building long-lasting relationships with local clients and businesses.

- Performed subcontracted work for Barrister, providing on-site support for national retail chains and enterprise clients.

IT Consultant / Homelab Enthusiast

Self-Employed - Weston, WV | Ongoing

- Operate a sophisticated homelab built on a 10 gigabit internal network with fiber internet access to test and deploy enterprise-level IT solutions.

- Manage advanced routing, DNS, and VLAN configurations using pfSense, Windows Server DNS, and Pi-hole for segmented and secure internal environments.

- Host self-contained environments for development and testing using Proxmox virtualization and Docker containers across multiple nodes.

- Configure and maintain TrueNAS-based storage clusters for fast, redundant local and remote file access and backups.

- Routinely test ACME SSL, VPN configurations, and remote access tools to support secure communication and scalable deployments.

- Use homelab projects to replicate and improve production environments, ensuring minimal

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downtime and maximum reliability for client networks.

Education & Certifications

Fred Eberle Technical School - Computer Repair and Networking

SkillUSA National Competition - 2008: 12th Place Nationally - Computer Maintenance Technology

CompTIA A+ Certified (Expired): Received in 2008 as part of trade school and national competition qualification

ARES Cisco Networking Course: Introductory training in Cisco Networking concepts and design

Additional Information

- Comfortable with both Windows and Linux server environments

- Excellent documentation and process creation abilities

- Familiar with self-hosted solutions, on-prem/off-prem hybrid setups

- Passionate about security, uptime, and building resilient systems