JUSTIN TREMAINE

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PROFESSIONAL SUMMARY

Results-driven Scrum Master, Product Owner, and IT Operations Professional with nearly 4 years of enterprise experience at Chevron. Combines deep technical expertise in IT infrastructure, Windows Server, Active Directory, and networking with strong Agile Methodology leadership, Kanban frameworks, and sprint execution gained through the Google Project Management Professional Certificate. Currently pursuing a Bachelor of Technology in Information Technology at Western Governors University. Proven ability in facilitating meetings, scheduling project deliverables, producing executive status reports, and conducting rigorous system testing across high-security corporate environments. Adept at problem-solving skills, presentation skills, and collaborative team support to optimize digital employee experience (DEX).

CORE COMPETENCIES & SKILLS

Agile & Scrum Frameworks: Scrum Master, Kanban Frameworks, Agile Methodology, Sprint Planning, Facilitating Meetings, Backlog Refinement, Retrospectives, Team Collaboration

Project Management & Delivery: Project Management, Product Ownership, Scheduling, Executive Status Reports, Requirements Gathering, Risk Management, Problem-Solving Skills

Software & Delivery Tools: JIRA, Confluence, Azure DevOps, Asana, Trello, Microsoft Project, Presentation Skills

IT Infrastructure & Technical Operations: DeskSide Support (DSS), Tech Café Operations, Windows Server, Active Directory (OU/Group Policy), Cisco Switch Configuration, System Testing

Professional & Soft Skills: Leadership, Motivating Teams, Mentoring, Collaborative Communication, Analytical Problem-Solving

PROFESSIONAL EXPERIENCE

Chevron

Houston, TX & Richmond/San Ramon, CA | Jan 2023 – Present (3 yrs 11 mos)

Senior DeskSide Engineer

Mar 2025 – Present | Houston, TX

- Deliver on-site desk-side support services (DSS) across enterprise facilities, efficiently managing ticket queues and resolving complex hardware and software issues.
- Provide dedicated Tech Café technical support, assisting enterprise clients and internal stakeholders with on-demand hardware, software, and device troubleshooting.
- Execute system testing and hardware rollouts across business facilities, applying analytical problem-solving skills to diagnose and resolve technical escalations.
- Generate clear status reports and utilize presentation skills to communicate support metrics, ticket volume trends, and service quality updates to management.

Infrastructure Delivery Analyst

Sep 2023 – Feb 2025 | Richmond, CA

- Troubleshoot and resolve complex issues across internal corporate network infrastructure, desktop computers, audio-video display devices, printers, print servers, and peripherals.
- Administer Windows Server and Active Directory environments to create, configure, and troubleshoot Organizational Unit (OU) objects including users, groups, and Group Policy Objects (GPOs), while managing Windows-based file servers.
- Diagnose network connectivity issues involving network drops, firewall configurations, IP misconfigurations, and Cisco switch settings to maintain corporate uptime.
- Utilize in-house ticketing systems, Microsoft Teams, and email to promptly track, respond to, and fulfill enterprise service requests while managing appointment scheduling.
- Actively participate in team meetings, facilitating discussions, sharing status reports, conducting system testing, and mentoring team members on operational delivery protocols.

Asset Management Specialist May 2023 – Sep 2023 | Richmond, CA

- Oversee scheduling, IT hardware/software inventory tracking, and lifecycle operations using analytical asset reporting tools.
- Collaborate with cross-functional vendors and internal stakeholders to enforce contract compliance and ensure accurate resource allocations.

Asset Management Specialist Jan 2023 – May 2023 | San Ramon, CA

- Audited and cataloged corporate technology assets across key enterprise facilities, applying problem-solving skills to reconcile inventory discrepancies.

FEATURED PROJECTS & INITIATIVES

Secure File Transfer Solution (Enterprise Infrastructure) **Product Owner**

- Served as Product Owner, driving backlog grooming, user story creation, and sprint planning for an isolated enterprise file transfer architecture using Scrum.
- Provided regular status reports for cross-functional engineering teams while ensuring strict adherence to NDA security protocols and governance standards.
- Facilitated system testing and end-user validation cycles prior to full production deployment.

Tech Café CSAT & Real-Time Sentiment Program **Project Support & Specialist**

- Supported an operational initiative deploying CSAT feedback tablets at the Tech Café, capturing real-time client satisfaction metrics and presenting analytical insights to management.
- Utilized presentation skills to communicate sentiment trends, motivating team members and supporting continuous process improvements across Tech Café operations.

CERTIFICATIONS & SPECIALIZATIONS

- **Google Project Management Professional Certificate** — Coursera
- **ITIL® Foundation Certificate in IT Service Management** — PeopleCert
- **Certified Nexthink Associate / IT Support** — Nexthink
- **Python 3** — Codecademy
- **Microsoft Certified: Security, Compliance, and Identity Fundamentals** — Microsoft
- **Certified Nexthink Professional in DEX Management** — Nexthink
- **Google IT Support Specialization** — Coursera
- **Networking on z/OS - Foundations** — IBM

EDUCATION

Western Governors University Feb 2026 – Present
Bachelor of Technology (B.T.), Information Technology

Campbell Savona Jr Sr High Aug 2011 – Dec 2016
High School Diploma