

# Justin Anthony Setiawan

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## Professional Summary

Experienced IT Specialist and Consultant with over 15 years of expertise in IT infrastructure, technical support, and business technology optimization. Proficient in implementing systems, troubleshooting complex issues, and delivering client-focused solutions. Familiarity with emerging technologies, including various AI tools and experience leveraging them for content creation, customer support, and productivity enhancement. Proven ability to manage cross-functional teams and execute IT strategies aligned with business objectives. Digital Marketing Cert, equipping me with hands-on experience with critical marketing tools and platforms.

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## Core Skills

- **Technical Expertise:** DOS, Windows (3.1–11, NT Server, Active Directory), OSX, macOS, Linux (Ubuntu, Red Hat), VPN, RDP, VNC, Screen Sharing
  - **AI Proficiency:** ChatGPT prompting, MidJourney, DALL-E, and AI-driven automation tools for content creation, support, and productivity
  - **IT Specializations:** System implementation, hardware/software upgrades, network architecture, cybersecurity, and compliance with IRS tax/file security guidelines
  - **Soft Skills:** Client communication, project management, team leadership, technical training, and problem-solving
  - **Certifications:** MCSE('05), A+('05), Network+('06), Security+('07), CCNA('08), DFE, EHE, NDE, Digital MKT ('24)
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## Professional Experience

### IT Consultant

*PRISM SVCS* – Anaheim, CA

2012–2024

- Delivered comprehensive IT support across platforms (Windows, macOS, Android, iOS) and implemented cybersecurity measures compliant with IRS standards.
- Designed and maintained websites, MySQL, and executed digital marketing campaigns to enhance client brand visibility.
- Managed subcontractors and staff scheduling for on-site and remote IT projects.
- Utilized AI tools like ChatGPT, MidJourney, and DALL-E for business automation, content creation, and IT solutions.

### DIY Technical Support Specialist

*Samsung SV* – Anaheim, CA

2012–2014

- Diagnosed and resolved technical issues across Samsung devices, specializing in cross-device integration and mobile optimization.
- Developed user-friendly manuals and provided end-user training on Samsung's proprietary tools and ecosystems.
- Ensured seamless device connectivity and troubleshooting for complex technical challenges.

### IT Specialist

*Vista Paint Corporation* – Fullerton, CA

2009–2012

- Provided technical support in retail and manufacturing environments, resolving hardware/software faults and ensuring minimal downtime.
- Configured computer equipment, including desktops, network printers, and thin client systems.
- Delivered user training and implemented new technologies at remote sites.
- Managed VPN and network configurations, achieving 99% system uptime.
- Resolved malware and security issues using advanced tools, supporting over 200 clients remotely.

### Computer Technician

*West Covina Hills Academy* – West Covina, CA

2010–2016

- Assessed and upgraded aging computer systems, optimizing classroom and administrative networks.
  - Delivered tailored IT solutions to enhance performance and extend system lifespan.
  - Installed and configured hardware components, operating systems, and networks.
  - Bridged the technical gap for users by translating technical terms into plain language.
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## Education

*California Polytechnic University, Pomona, CA*

2007–2012

- **Computer Science**

*CSUSM, San Marcos, CA / Fullerton College, Fullerton, CA*

2023-Present

- **Cybersecurity/Digital Marketing (Concurrent)**