

Aaron Collyer

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www.aaroncollyer.com

Skills

HTML

CSS

Javascript

WordPress

Microsoft Office Suite

PC & Mac Operating Systems

Device repair

Secret Security Clearance

Experience

Sunrun / Tier II Service Desk Supervisor

August 2021 - PRESENT Lehi, UT

Manages and trains all Service Desk tier-II employees.

Creates reports on metrics of team's performance.

Manages and delegates an extensive ticket system.

Troubleshoots complex hardware, software, and network issues at C-suite / executive level.

Manages 5,300+ devices in Active Directory.

Responsible for deploying and overseeing all workstations for the company's largest office of 1000+ end users.

QuickFix iPhone Repair / Branch Manager and Client Relations Specialist

May 2020 - August 2021, Daphne, AL

Manages and trains all employees.

Oversees Apple / Android repairs from other technicians.

Provides complex PC / Mac software troubleshooting and hardware repair.

Develops business-to-business leads as well as maintains professional relations with suppliers and carriers.

CPR Cell Phone and Computer Repair / Store Supervisor

January 2018 - April 2020, Daphne, AL

Oversees and provides training for a team of technicians.

Lead Technician for Android / Apple device repair.

Provides various hardware repairs for laptops and computers.

Troubleshoots Windows 7 / 8 / 10 operating systems including malware removal and software repair.

The United States Air Force Reserves / Security Forces

June 2016 - PRESENT, Ogden, UT

Senior Airman with a specialty in Security Forces.

Developed professional integrity while under simulated war-like situations.

Cross-trained in multiple weapons and technology systems.

Secret security clearance. Receives ongoing training.

Education

Western Governors University / Software Development
May 2021 - PRESENT

Spanish Fort High School / High School Diploma
2011 - 2014, Spanish Fort, AL