

# AARON MORELAND

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## Summary

Experienced and dependable general worker with a proven track record of efficiently completing tasks in various settings. Skilled in manual labor, equipment operation, and maintaining a clean and organized workspace. Safety-conscious with a strong work ethic and the ability to adapt to different environments. Ready to contribute to a dynamic team and make a positive impact.

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## Skills

- React.js
- ITSM (Freshdesk, ConnectWise)
- REST APIs
- HTML5
- Cascading Style Sheets (CSS)
- Application Programming Interfaces (API)
- JavaScript
- Hypertext Transfer Protocol (HTTP)
- ESLint
- Office 365
- Windows
- Active Directory
- GitHub
- VMware vSphere
- Cisco Meraki

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## Experience

### IT Support Specialist | KRM WAGERING, LLC - Lexington, Kentucky | 01/2020 - Current

- Deployed Microsoft Windows updates and software patches through SCCM, ensuring 99% compliance with security protocols.
- Provided on-site support for Microsoft Windows and hardware issues, and achieved a 96% issue resolution rate.
- Supported a diverse user base with technical issues, maintaining a 92% user satisfaction rate through effective problem-solving.
- Collaborated with IT staff members in conducting network diagnostics using nslookup, identifying, and resolving DNS-related issues.
- Conducted network analysis using Wireshark, identifying and resolving bandwidth bottlenecks, and increasing network performance by 33%.
- Carried out Microsoft Products Deployment Tool installations and licensing for company workstations.
- Utilize Freshdesk (ITSM) to manage any technical escalations and the entire support ticket lifecycle.
- Create SOPs to handle hardware and software-related issues.
- Install Meraki switches, set up VLANs, and configure network security policies.
- Manage Windows Azure Active Directory to set permissions for user accounts and devices.
- Schedule backups and set data protection policies through the Veeam interface.
- Proposed infrastructure and security improvements to redress network data loss prevention.

### Frontend Simplified Internship | Frontend Simplified - Remote | 10/2023 - Current

- Implemented 5 clone websites using ReactJS and NodeJS, which reduced page load times by 30% and improved user retention
- Revamped static HTML/CSS/JS/React single-page app into a dynamic UI, integrating animations & carousels, boosting user engagement by 30%
- Optimized web performance by integrating skeleton loading, pagination, and dynamic routing, reducing load times by 20%
- Collaborated with a team of developers, contributing to a 20% increase in team productivity

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## Education and Training

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Frontend Simplified | Online | 01/2025

**Bootcamp:** Frontend Development

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## Websites, Portfolios, Profiles

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- <https://www.linkedin.com/in/amoreland11/>
- <https://github.com/AMoreland11>