### Aaron Yazzolino

Bellingham, WA | (206) 484-8916 │ Aaron.Yazz@gmail.com

##### Information Technologies Specialist

Analytical with experience in technical support and proficient in a range of computer systems, languages, tools, and testing methodologies. Quickly learn new technology and thrive in a fast-paced environment working well on a team or independently. Offering excellent interpersonal, verbal, and written communication skills with the ability to resolve problems in a timely and professional manner.

# Technical and Key Skills

Cisco Networks | Security: VPN, Firewalls, Auditing Tools | Network Security | Windows Server 2016

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| --- | --- | --- |
| * Customer Service Focused * Maintenance Protocols * Installations/Maintenance | * Technical Support * Troubleshooting * Problem Solving | * Team Collaboration * LAN/WAN Management * Hardware/Software |

# RELEVANT Experience

* Provided outstanding service to customers in a student led help desk environment. Troubleshot and repaired network issues as well as researched problems to provide effective solutions.
* Performed account maintenance tasks as well as provided desktop support to students and staff members.
* Recognized for technical troubleshooting skills used to resolve technical issues in a cost-effective manner.
* Answered a high-volume of calls to resolve complex issues, build productive relationships, and gained customer loyalty; recognized by management for a high rating in handling challenging calls as a General Care Specialist.

# Work HISTORY

Bellingham Vet Center |Bellingham, WA 1/2019 – 6/2020

***Office Assistant***

Whatcom Community College |Bellingham, WA 03/2018 – 9/2018

***Student Help Desk Analyst***

Cycle Barn |Marysville, WA 3/2016 – 8/2016

***Sales Representative***

T-Mobile |Bellingham, WA 3/2015 – 12/2015

***General Care Specialist***

Schneider National |Fontana, CA 2/2012 – 3/2013

***Truck Driver***

*Served honorably in the United States Army*

# Education & CERTIFICATIONS

**Bachelor of Applied Science degree in IT Networking & Cyber Security** (2020)

Whatcom Community College | Bellingham, WA

**Associate of Science in Computer Information Systems** (2018) | Whatcom Community College | Bellingham, WA

**100W Operational Security (OPSEC) for Control Systems Certification, 210W-03 Cybersecurity for Industrial Control Systems, USDHS Deployments of ICS, 210W-10 Cybersecurity for Industrial Control Systems - Mapping IT Defense-In-Depth Security Solutions to ICS**

**Cloud Computing Certification** | **Web Development Certification**

**CCNA Certification** (In Progress) |

**CompTIA Security+** **Certification** (In Progress) | **CompTIA Cloud+ Certification** (In Progress)