LinkedIn: Aaron Haughton
GitHub: JThunder55
Website

Aaron Haughton
708-674-4152
aaronjhaughton@icloud.com

SKILLSET/KEYWORDS

Operating Systems	iOS, Watch OS, Mac OS
Languages, Frameworks & Platforms	Swift, Objective-C, Python, Foundation, UIKit, WatchConnectivity, JSON, GitHub, Core Location, Map Kit, XCode, URL Session, Cocoa pods, Git Version Control, Core Location, Codable, Programmatic UI, Storyboard, Auto Layout, Unit Testing
Database	Core Data, Realm
Soft Skills	Troubleshooting, Problem -solving, Critical Thinking, Customer Support, training, Creative

FEATURED PROJECTS

My Projects (Mobile Applications):

Speedyadd – Watch OS/iOS app that allows users to add new contacts via Apple Watch. Released Apr 2018.

- Skills/Technologies used: XCode, UIKit, Watch Kit, WatchConnectivity, Contacts

- https://github.com/AlphaGrade/SpeedyAdd

SoundBoard Alpha - iOS App that allows the user to add sounds to create soundboard.

   Skills/Technologies used: XCode, UIKit, AV Foundation, User Defaults

- https://apps.apple.com/us/app/soundboard-alpha/id1540021020

EXPERIENCE

Insight Global (08/2019 – 12/2020)

Title: Desktop Support Engineer for eHealth

- Assisted in imaging, configuring and shipping computers and peripherals to Medicare sales agents (roughly 800 employees)

- Successfully setup 2nd and 3rd floor cubes with computers and peripherals for incoming sales agents during annual enrollment period (roughly 175 cubes)

- Participated in answering several questions daily from employees in Helpdesk slack channel.

- Resolved issues raised in Zendesk ticket system (average of 10 per day. Successfully closed over 500 tickets during tenure)

Essentra (04/2019 – 05/2020)

Title: Senior Modern Workplace Engineer

- Level II Helpdesk technician. Resolved issues raised in ManageEngine ticket system (average of 5-10 daily)
- Assisted Security, Service Desk and Change Management Teams on technical endeavors
- Assisted Cloud and virtualization team in resolving server resource issues for AMER, EMEA and APAC Regions.
- Regularly visited offices in nearby states for onsite support. (IL and MI)

Collinwood Technical Partners (02/2019 – 04/2019)

Title: Desktop Support Engineer for Morningstar Inc.

Contracted for 5-week project involving build and deployment of laptops for employees.

- Imaged new laptops with latest Windows 10 customized image
- Scheduled meeting times with end user on transitioning from old hardware to new
- Educated end users on Windows 10 and laptop features
- Performed weekly desk moves of employee computers

Choices Coordinated Care Services (02/2017 – 10/2018)

Title: System Administrator
- Maintained all Office 365 Workloads (Exchange, SharePoint, Teams) Educated company employees regularly on other Office 365 applications.
- Provided escalated level III support for the Helpdesk team
- Supported Microsoft Exchange Online, vCenter, VMware Horizon View, and vSphere hosts
- Provided server hardware break/fix for HP Virtual Storage farm and HP Switches
- Administered the users and computers in Active Directory including DNS, DHCP and group policy
- Participated in regular Agile Development sprints with Information Systems Department

Projects Completed:

- Designed and deployed new SharePoint Online Intranet site for company. Setup Microsoft main site pages for company resources and team sites for all department collaboration.
- Migrated on premises home drives to OneDrive online. Performed bulk migrations by means of PowerShell scripting and SharePoint Online Migration Wizard.
- Tasked with researching and deploying a monitoring solution of network systems (Nagios XI)
- Managed Office 365 Workloads (SharePoint, Exchange, OneDrive, Power BI)
- Configured WSUS server to update employee workstations companywide
- Upgraded VMware vCenter, vSphere and Horizon View to latest revisions
- Prepared, and applied a Preventative maintenance policy and procedure document
- Upgraded and maintained a current Anti-virus solution (Webroot)

Hometown America LLC (11/2012 – 01/2017)

Title: Systems Administrator / IT Manager

- Maintained all Office 365 Workloads (Exchange, SharePoint, Skype4business). Educated company employees regularly on other Office 365 applications.

- Level III Helpdesk Support to 230 staff in over 50 offices nationwide
- Primary Network Administrator for Cisco networking and Palo Alto Firewalls in HA
- Managed Microsoft Server technologies including DHCP, DNS, Hyper-V, Certificate services, AD, File Server, Radius Authentication
- Responsible for researching and implementing new technologies that will benefit the company
- Managed vendor relations including renewing, increasing or decreasing scope of contracts
- Processed invoices for department spending
- Serves as VMWARE admin for over 60 VM Servers
- Producer of annual strategy for new projects and improvements

Projects Completed:

- Migrated company on premises mailboxes to Exchange Online (2013)
- Implemented SSO for Application Use (O365, Third Party and On Premises applications)
- Migrated on premises SharePoint Intranet site to SharePoint Online. (2016)
- Deployed Office 2016 by means of Office Migration Tool; customizing the rollout to company needs. (2016)
  Utilized SCCM for patching PC's, deploying software and images, reporting, anti-malware and to create a self-service software service (2015)
- Deployed 80 Cellular enabled tablets using Microsoft Intune MDM Solution (2014)
- Installed and configured new VM SQL Server to replace bare metal server (2014)
- Deployed Skype for business server for corporate office (2016)
- Setup new backup tool for company data (new solution 1/8 the cost) (2013)
- Deployment of Azure services for Australian Leg of company. Provides file server and domain services for Australian Employees (2016)

Hometown America LLC (05/2012 – 11/2012)
Title: IT Support Specialist

- Level I and II Helpdesk Support to 25 onsite staff and 225 remote staff in over 50 offices in the US
- Primary support for installation and configuration and maintenance of desktop systems using Microsoft MDT images.
- Tasked with inputting trouble tickets into Track-IT ticketing system. Responds to issues via phone or email. (Average of 200 tickets per month.)
- Regularly create users in active directory for onboard/off-boarding employees.
- Created documentation for new technology implemented
- Coordinates with Network administrator, VP of IT and financial developer to resolve issues

EDUCATION

DeVry University - Bachelor's degree: Technical Management, May 2005

Scrum Alliance Training - Product Owner certification, Apr 2018

Udemy - iOS 11 & Swift 4 - The Complete iOS App Development Bootcamp, Aug 2018

Lambda School - Tech Degree: iOS Development and Computer Science, June 2021