Aaron Haughton

Field Services Engineer

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Competent professional with proven troubleshooting and communication skills. Aiming to leverage my lifelong learning and problem solving abilities to confidently fill the technical support role on your team.

Work Experience

Field Services Engineer   Mar 2024 - May 2024
Insight Global | [Location]

- Triage through tickets for company labs issues Prepare PCs for new hires
- Create PowerShell scripts for deployment of applications/patches in lab PC environment Organize Lab Inventory for quick contact access with lab supervisors.
- Set up New Peripheral devices for labs

Technical Support Engineer   Jul 2022 - Mar 2023
Ivanti | [Location]

- Served as customer facing representative for technical issues for the Ivanti Neurons product. Routed technical issues based on their product type.
- Reviewed product cases and request logs from customers for technical troubleshooting
- Regularly provided customer solutions by collaborating with backend team by implementing remediation procedures

Helpdesk Engineer   Jan 2021 - Jul 2022
Insight Global | [Location]

- Served as customer success agent for improving Vital Records SaaS product for local state government.
- Helped customers with issues uploading data to new state government SaaS product.
- Reported to team manager in order to determine potential issues with SaaS product rollout
- Participated in cross team coaching and training. Trained newer team members on reporting possible product improvement and improving quality assurance.

Desktop Support Engineer   Aug 2020 - Dec 2020
Insight Global | [Location]

Assisted in imaging, configuring, and shipping computers/peripherals to Medicare sales agents (800 employees) Successfully setup 2nd and 3rd floor cubes with computers and peripherals for incoming sales agents during annual enrollment period (175 cubes)

- Demonstrated technical proficiency by successfully troubleshooting issues raised in ticket system. Successfully closed over 500 tickets during tenure
- Assisted team in setting up user accounts in CRM and VoIP servers Helping users set up their HP Thin Clients and PCs over phone Assisted employees with password resets
- Participated in answering several questions daily from employees in Helpdesk slack channel.

Senior Modern Workplace Engineer   Apr 2019 - May 2020
Essentra | [Location]

- Level II Helpdesk technician
- Resolved issues raised in ManageEngine ticket system average of 5-10 daily
- Assisted on-site staff with installation, setup and troubleshooting of Dell Wyse thin clients and Windows 10 PCs Regular Communication with Security Team in strategizing and implementing new security measures
- Assisted Service desk with onboarding employees (Creating accounts in Active Directory, Exchange Online and Skype for Business)
- 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)
- Performed weekly collaboration and implementation with change management team on necessary tasks

Desktop Support Engineer   Feb 2019 - Apr 2019
Collinwood Technical Partners | [Location]

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.

System Administrator   Feb 2017 - Oct 2018
Choices Coordinated Care Services | [Location]

- Maintained all Microsoft Cloud Products. (Exchange, SharePoint, Teams) Educated company employees regularly on other M365 applications through lunch and learns and technical writing.
- Built, configured, and supported 100% virtualized Windows Server environment consisting of 2012/2016 Provided 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.
- Improved Group Effectiveness by participating in Scrum framework with team members. Regularly
- Empowered others by listening to employee provided feedback.
- Assisted Information Systems team with creating Power BI dashboards for data analytics.
- Improved customer experience of corporate internal intranet site by converting to Microsoft Sharepoint Online

System Administrator/IT Manager   Nov 2012 - Jan 2017
Hometown America LLC | [Location]

- Maintained all Microsoft Cloud Workloads. (Exchange, SharePoint, Skype4business) Educated company employees regularly on other M365 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 and ERP systems
- Responsible for procurement and sourcing of modern technology that will benefit the company
- Managed vendor relations including renewing, increasing, or decreasing scope of contracts
- Used Microsoft Enterprise Agreement Vouchers to advance career growth.
- Served as VMWARE admin for over 60 VM Servers
- Participated in yearly engagements with third party technical consulting auditors regarding data governance
- Implemented a growth mindset when upgrading storage systems. Increased storage two fold.
- Used products such as Microsoft Configuration Manager and Intune for Inventory management.
- Participated in process improvement of site acquisition by converting on paper workflows to digital.
- New highlight...

IT Support Specialist   May 2012 - Nov 2012
Hometown America LLC | [Location]

- 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 created users in active directory for onboard/off-boarding employees
- Created documentation for VP of Information Technology regarding modern technology
- Coordinated with Network administrator, VP of Information Technology, and financial developer to resolve potential issues.

Helpdesk Technician/System Administrator   Jul 2010 - May 2012
MAC Property Management | [Location]

- Level I and II Helpdesk Support to 150 - 175 staff in four parts of the United States Primary Admin of BES, R2 server and Avaya Phones
- Rolled out tools essential to IT Support (VNC, TrendMicro AV, etc.) . .
- Implemented DFS Replication for server files between servers at each office location
- Updated vital technical writing and organization of previous documents
- Regularly coordinated with AT&T in business integration of new phone line and MPLS Circuits for new offices Assisted in massive data migration of main data stores from an outsourced location
- Primary point of contact for Active Directory, Exchange, Avaya PBX changes and other cloud management systems
- Helped revamp networking architecture at the New Jersey corporate office
- Used research skills in tracking down and solving network slowness issues at company sites.

Helpdesk Manager   Nov 2008 - Mar 2010
DeVry University | [Location]

- Primary support for Information Technology issues on campus and centers
- Created users and set passwords in the local Active Directory Organizational Unit Maintained proper usage of the Helpdesk tracking system
- Installed, configured, and maintained a wide range of hardware and software used throughout the Metro
- Served as mentor for two full-time subordinates. Provided coaching for 10 part-time lab assistants within department, ensured employees have the appropriate tools and support to respond to requests
- Recommended appropriate equipment to support the campus
- Maintains phone system, wireless network, and infrastructure for the metro sites, including additions and changes Traveled to two centers under Metro supervision for needed support (Merrillville and Indianapolis, IN Centers)

Education

DeVry University   Present
Bachelor | Technical Management

DeVry University   Apr 2004 - May 2005
Associates | Electronics and Computer

Certificates

Microsoft 365 Certified: Endpoint Administrator   Jun 2024
Microsoft