# Aaron Haughton

### Field Services Engineer

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Career@HaughtonAaron.us | [Website]

Competent professional with proven critical thinking 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. Provided technical support based on product type. Assisted customers using remote collaborations tools such as Microsoft Teams.

* 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 Application.
* 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 Zendesk 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.
* Performed Asset Management tracking by updating Jira system

**Senior Modern Workplace Engineer** Apr 2019 - May 2020

Essentra | [Location]

* Level II Helpdesk technician
* Resolved problems 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 AD Domain Controllers, 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 Office 365 applications through lunch and learns and technical writing.

* Built, configured, and supported 100% virtualized Windows and Linux 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. Completed projects to meet feedback conditions.
* 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
* Participated in upgrading video conferencing solutions by updating to zoom and crestron solutions

**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 Windows 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 and industry standards that 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. Maintained 4 dedicated vCenter Hosts in HA Mode.
* Participated in yearly engagements with third party technical consulting regarding data governance
* Implemented an innovative approach 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.
* Installed Meraki Wireless Network solution in corporate office for added security

**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 IP networking architecture at the New Jersey corporate office
* Worked with IT Director in performing network troubleshooting. Used monitoring tools such as Nagios to find networking issues.

**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 child domain controllers
* 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** Apr 2004 - May 2005

**[Study Type]** | Electronics and Computer

**DeVry University** Jul 2002 - Apr 2004

**Bachelor** | Technical Management

## Certificates

**Microsoft 365 Certified** 30/06/2024

[Issuer]

**Computer Science** 31/05/2021

[Issuer]