

AARON KLENKE

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I am a decisive team member focused on helping people; I see things that need doing and I find ways to get them done. I've spent my career being a resource to supervisors and teammates to improve processes. I look for data to find root causes and ways to improve processes or fix issues.

EXPERIENCE

OCTOBER 2021 – OCTOBER 2023

SENIOR SERVICE ADVISOR, RIVIAN

- Managed communication with **high-touch** early adopter/owners while start-up processes were still being developed and changing day-to-day
- **Trained, developed, and mentored** over 250 team members making sure they knew the tools to use, the best practices for a given situation, and had the technical knowledge around Rivian vehicles to resolve concerns increasing efficiency by over 50%
- Created queries to discover issues and concerns **and addressed them**

MAY 2020-OCTOBER 2021

END USER SUPPORT SPECIALIST, SINCRO, AN ANSIRA COMPANY

- Provided desktop IT support for over **500 internal users serving external clients** by understanding their work, fixing their immediate issue, and looking for ways to prevent future problems reducing down-time by 30%
 - **Desktop support**, both local and remote. Windows and Macs. VPN, hardware, Office suite, 3rd party apps, browser support
 - **Infrastructure Support**: Office365, Azure, AD on-prem provisioning. Privilege management, Jamf, Jira, ServiceNow

FEBRUARY 2019-MAY 2020

CLIENT TECH ANALYST, CDK GLOBAL

- Consulted with car dealerships to sell the right car to buyers by providing **primary support** to customers encountering problems with CDK's products and solutions
- Provided confidence in the systems dealers use and the people that designed, implemented, and supported them
- **Documented** customer concerns and recurring technical issues to support product quality programs and product development

AUGUST 2018-FEBRUARY 2019

TECHNICAL OPERATIONS ENGINEER, HOLLANDER

- I made it possible for over 600 salvage yard owners to sell parts by fixing their PC problems delivering professional customer service to employees with a **WIDE** variety of computer skills
- I **troubleshoot and resolved** issues related to Hollander software and hardware

JANUARY 2009- OCTOBER 2017

SOFTWARE SPECIALIST, STARDOCK

- I spent almost a decade in various roles at a Windows application and game studio:
- **Corporate sales, marketing, copy-editing, HTML/CSS, QA, customer support, application design, hardware configuration, OS configuration, network support, graphic design**
- Annual revenue: \$15 million; Employees: 60; Applications: 30+

EDUCATION

1993

UNIVERSITY OF SAINT MARY

Major: English. Minor: Secondary education.

PROJECT

04/2011 – PRESENT

TODAY IS A GOOD DAY, [HTTPS://WWW.TODAYSAGOODDAY.COM/](https://www.todaysagoodday.com/)

Having a good day is mostly about MAKING today a good day.

I've spent years thinking about, writing, and sharing tools to recognize that Today Is a Good Day. I've affected thousands of people's lives for the better and mine has been improved because of it.

SKILLS

- Leadership
- Time management
- Communication
- Windows (8/10/11)
- Jira
- Jamf
- Empathy
- Problem solving
- MS InTune
- Office 365
- ServiceNow
- HP/Dell Laptops