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| Aaron Klenke  23127 W Le Bost, Novi, MI 48375 · (703) 679-8229  aaron.klenke@TodaysAGoodDay.com https://www.linkedin.com/in/mraaronklenke |
| 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

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| October 2021 – October 2023Senior 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 2021End 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 2020Client Tech Analyst, CDK GlobalConsulted with car dealerships to sell the right car to buyers by providing primary support to customers encountering problems with CDK’s products and solutionsProvided confidence in the systems dealers use and the people that designed, implemented, and supported themDocumented customer concerns and recurring technical issues to support product quality programs and product development |

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| August 2018-February 2019Technical Operations Engineer, HollanderI 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 skillsI troubleshot and resolved issues related to Hollander software and hardware |
| January 2009- October 2017Software Specialist, StardockI 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 designAnnual revenue: $15 million; Employees: 60; Applications: 30+ |

# Education

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| 1993University of Saint Mary Major: English. Minor: Secondary education. |

# Project

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| 04/2011 – PresentToday is a good day, <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

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