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| As a highly experienced US Military Veteran, I am well-equipped to handle fast-paced and demanding environments. My strong problem-solving skills and ability to invent successful solutions have proven valuable in my past experiences. I have a history of effectively managing and evaluating staff performance to identify areas for improvement, leading to improved team performance. I have developed and implemented improved training procedures, organizational policies, and streamlined processes. My excellent verbal and written communication skills, combined with my ability to cultivate positive relationships, have enabled me to consistently exceed goals. I am confident in my ability to bring these skills and experiences to a new role and contribute to the success of any organization. |

# Experience

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| 2010 – 2018Staff Sergeant / Squad leader, Us Army During my military service, I was an active member of combat operations and provided support in various capacities. I assisted in the mobilization of vehicles, troops, and equipment and mentored junior team members on tactics and procedures, contributing to the team's overall success. I was responsible for maintaining and operating communications equipment, as well as recording operational information on maps. My experience in navigation and troop training also enabled me to aid in the planning and implementation of combat operations. I continuously developed my skills and knowledge through ongoing training, ensuring the team was well-equipped to carry out their missions. These experiences have equipped me with strong leadership, teamwork, and problem-solving abilities that are transferable to a variety of civilian settings. |
| 2019 – 2021Security Officer, Metro One/Allied Universal As a Security Officer at Lowe's Direct Fulfillment Center, I ensured the safety and security of the facility and its employees by monitoring the premises, conducting searches, screening employees and trailers, responding to reports of suspicious activity, enforcing site rules, patrolling public areas, preparing incident reports, conducting site searches, and verifying identities of authorized persons. I used de-escalation and crisis management techniques as needed. These experiences have developed my attention to detail, problem-solving, and interpersonal skills. 2022 – CurrentCustomer service Agent, SimprFlex As a Customer Service Representative, I was responsible for verifying and obtaining required referrals and authorizations prior to services being provided. I obtained patient data to facilitate verification, handled high call volume, and instilled calm in customers while managing escalations and transfers. I offered customers current product and service information, continuously improved job knowledge through training and expert use of available knowledge bases, and built rapport with customers through active listening. I documented information from customers to determine product or service problems, processed customer exchanges and refunds, referred unresolved customer grievances to designated departments, identified causes of product malfunctions, and followed up with customers to share findings and offer solutions. |

# Education

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| 2023B.S Comp Sci, Southern New Hampshire Univercity Bachelor of Computer Science with a strong foundation in application development, operating platforms, data structures, algorithms, software testing and automation, programming languages, software development, UI/UX design, computational graphics, mathematics, statistics, and client-server applications. Demonstrated academic excellence with a 3.95 GPA in related coursework. |
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# Skills

# I am experienced in problem documentation, problem solving, decision making, and analytical thinking. I have a strong attention to detail and am proficient in technology. My background in staff management and team development has honed my abilities in delegation and conflict resolution. I am proficient in Microsoft Office and programming languages including C++, Python, and Java. I have a strong background in internet research and am skilled in code writing and technical support. I am culturally aware and have strong customer relation skills.

# Activities

As a veteran, I am dedicated to contributing to the community and am actively working on a personal project to develop an app for veterans to connect and access resources. I am also engaged in the Deaf community and actively exploring the use of AI and hearing aid technology to provide accessible communication in live settings. In my free time, I enjoy hiking and spending quality time with my family, especially at the beach.