

# Aaron Scott McCollum

Washington, D.C. | (703) 343-5469 | mccollumaarons@gmail.com | linkedin.com/in/aaronmccollum/

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*Self-taught software developer with a successful career transition into IT, leveraging comprehensive projects and free online courses. Committed to continuous learning, professional growth and aiming to contribute and excel in software development.*

## EXPERIENCE

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Agile Defense

Dec 2023 - Present

### Pega Software Developer

- Design and develop code updates and maintenance to ensure timely delivery of new features and improvements
- Conduct unit and regression testing and write tests to enhance the reliability and quality of the software
- Maintain reporting functionality based on ReactJS using PrimeReact components and development
- Take part in daily and weekly Agile ceremonies such as the daily scrum, sprint pointing, and retrospective
- Execute peer code reviews to resolve bugs, promoting best practices and code quality within the team
- Led a documentation overhaul on Sharepoint for our application to be used for our entire customer base

Agile Defense

Dec 2022 - Dec 2023

### Help Desk Specialist II

- Led the team for seven consecutive months in tickets resolved and positive satisfaction survey responses
- Collaborated with customers to resolve IT requests and resolve application, printer, or computer problems
- Installed and deployed new workstations, mobile phones, and tablets including performing data migration
- Performed software patch upgrades, hardware driver installations, and software updates
- Managed and configured Outlook distribution lists and teleconferencing setup
- Utilized Microsoft Power Apps to create custom application solutions for our customers

Cybrary Inc.

Feb 2021 - Dec 2022

### Senior Customer Experience Associate

- Performed Tier-1 and Tier-2 technical support as the sole overnight customer experience associate providing service order management of all support tickets for 30,000+ active users
- Mentored junior team members and served as the subject matter expert for support escalations and lab tickets
- Created and led live orientations for new customers to introduce them to the Cybrary platform in 2021
- #1 on team for resolved customer support tickets and maintained a 100% satisfaction rating for first half of 2022

## PROFESSIONAL DEVELOPMENT

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### Pega Academy completed training

Pega Knowledge Buddy, Pega Cosmos Designer, Intermediate Case Manager,  
Pega UX Essentials, Data and Integration Foundation, Low-Code App Builder

### freeCodeCamp

Full Stack Developer Certification (in progress) with a focus on HTML, CSS, JavaScript, Git, and JS frameworks

### Other Certifications and Awards Earned

CompTIA Security+ | Pega CSA Certified | U.S. Government Secret Clearance | Certified ScrumMaster

## EDUCATION

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**Georgetown University**, M.P.S. Sports Industry Management

Aug 2013 - Dec 2014

**Union Commonwealth University**, B.A. in Business Administration, B.A. Sports Management

Aug 2008 - May 2013