

Aaron Scott McCollum

Seoul, South Korea | [linkedin.com/in/aaronmccollum/](https://www.linkedin.com/in/aaronmccollum/)

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

Agile Defense

Dec 2023 - Oct 2025

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

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

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