

Aaron Wells

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Work Experience

CORE TECHNICIAN, *Savant Systems*

October 2015 – Present

Lead customers through detailed software and hardware troubleshooting to identify root causes of customer issues. Maintained 98% customer satisfaction in post-engagement reviews. Participate in alpha testing program, including regression testing for release candidates. Works closely with other department members to identify and report on trending issues before impact spreads. Diagnosed customer issues with Linux and OSX operating systems, XML device drivers, and A/V Matrixes. Maintained internal documentation and records on customer interaction.

SECTION LEADER, *Trader Joe's*

May 2014 – October 2015

Analyzed stored sales data to predict seasonal trends. Strong focus on providing a unique and helpful customer experience. Timeliness important as shifts often start as early as 4am. Became one of 5 crew chosen for the “double bubble” in recognition of providing consistently high quality work and customer service.

ENTERPRISE ASSET MANAGEMENT INTERN, *EMC Corporation*

December 2013 – January 2014

Month-long internship duties involved working with other interns to validate the contents of 19-inch racks in multiple labs via a computerized inventory management system. Other responsibilities included receiving and delivering of lab hardware, as well as locating and recovering unused fiber optic cables.

CARRYOUT STAFF, *Bertucci's Restaurant*

August 2012 – August 2013

As front of house staff, was responsible for processing orders, both over the phone and in person. Ensured customer satisfaction by communicating with kitchen staff, as well as working with the kitchen staff to prepare and serve food.

Education

Ohio Wesleyan University | 2013-2014

One year of study completed, including computer science courses taught in C++. An overview of object-oriented programming, including data structures, searching and sorting algorithms, and algorithmic complexity.

Relevant Skills

- Outstanding troubleshooting skills, experience with root cause analysis of both hardware and software
- Strong written and verbal communication abilities
- Experienced provider of exceptional customer service