

# Aidan Holton

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Atlanta, GA

## COMPUTER SCIENCE MAJOR

I'm a Computer Science major at the University of North Georgia with a 3.15 GPA and pursuing a minor in Machine Learning. I'm a Student IT Service Desk Technician at the University of North Georgia. I handle front-line support for students, faculty, and staff—Verifying identity before helping with accounts or devices, collaborating with users and teammates, troubleshooting Windows and macOS application issues, basic connectivity and sign-ins. I also serve as an Individual Contributor, Technical Lead, and Software Engineer for Eglian Enterprises, an electrical engineering startup. I work regularly with technologies like Next.js, TypeScript, PostgreSQL, Redis, and AWS.

## PROFESSIONAL EXPERIENCE

**University of North Georgia** Jan 2024 - Present

### IT Service Desk Technician

Developed core technical support skills in diagnosing and resolving software and hardware issues. Gained experience using and administering ServiceNow to document procedures, escalate issues, and track resolution progress. Managed user accounts, including password resets and access problems, and communicated with users to gather information, explain solutions, and ensure the issue is fully resolved. Troubleshot Windows and macOS applications, sign-in, configuration issues, and escalating complex cases when needed. Verified identity in approved systems before discussing accounts or devices by confirming the requester's details match university records, and declining or routing requests that do not pass verification. Resolved network connectivity and login issues by confirming correct networks or portals, testing private sessions, and recording accurate details.

**Self-employed** Present

### Freelance Web Developer

As an Individual Contributor and Software Engineer for Eglian Enterprises, I built and maintained a full-stack web platform using Next.js, TypeScript, Redis, and Vercel. I developed core features such as session-based authentication, an email verification system, an internal dashboard, and company forms like contact and bug reporting. I managed deployment, environment configuration, and version control, and built a lightweight 30-day page-hit tracking system with Redis for simple page-visit counting. This work helped establish a stable, maintainable foundation for the company's online presence.

## PROJECTS

### MiniCrit

MiniCrit, a social-style web application that lets users share their thoughts on movies, games, and other topics through short posts. Each post can include text, media uploaded to AWS S3, and tags that make filtering and browsing easier. The site uses api endpoints and server components in Next.js to handle database queries, post submissions, and page rendering efficiently. All post and user data are stored in a PostgreSQL database, and the interface is styled with Tailwind CSS for a clean, consistent layout.

## EDUCATION

**University of North Georgia** 2022 - Present  
**Bachelor of Science**

Major: Computer Science  
Minor: Machine Learning  
GPA: 3.15

**Coursework:** Web Programming, Introduction to UNIX, Computer Security, Databases, Computer Architecture

## TOOLS & TECHNOLOGIES

**Frontend:** Next.js, React, HTML, CSS, Tailwind CSS

**Backend:** Go, TypeScript

**Databases & Storage:** PostgreSQL, Redis

**Cloud & Deployment:** AWS, Vercel

**Version Control:** Git, GitHub

**IT & Support Tools:** ServiceNow, Windows, MacOS