



Aaron Riley

SUMMARY

I am a results-driven IT professional and entrepreneur with nearly two decades of experience leading teams and building reliable technology solutions. Since the start of my career in the early 2000s, I have led the delivery of IT services for individuals, small businesses, and organizations. I have grown from hands-on technical support into ownership and strategic leadership, overseeing the delivery of reliable, secure, and scalable IT solutions for clients across the United States.

As a managed service provider, I have directed help desk and service operations, established standards and procedures, and developed methods to deliver consistent, high-quality outcomes. I am responsible for the vision, strategy, and execution of service and support operations. My leadership style is focused on accountability, efficiency, and continuous improvement to perform at a high level while maintaining strong, trusted client relationships.

I bring over a decade of service to clients in communities throughout Northwest Pennsylvania, Northeast Ohio, and Southwest New York. My experience includes overseeing help desk operations, designing and managing secure IT infrastructures, directing IT service management initiatives, guiding the implementation of network security, and complex troubleshooting. I have extensive experience aligning technical operations with business objectives, workflow optimization, and service delivery oversight.

I am driven by a genuine passion for technology and thrive on solving challenges, advancing my skills, and delivering the highest level of quality and value possible.



Erie - Meadville, PA Area



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EXPERIENCE

- **2022 – Present** : Freelancer • Supportwave
 - IT Support Technician, Solutions Architect
- **2022 – Present** : President • FUSION 1
 - Senior Solutions Architect
- **2006 – 2012** : President • Presque Isle Technology Solutions
 - Network & Systems Engineer
- **2010 – 2011** : Contract • OpenRange Communications
 - Wireless (RF) Network Engineer
- **2006 – 2010** : Partner • ECS & Technologies
 - Business Support Systems Specialist

EDUCATION

- **Titusville Senior High School - Titusville, PA**
 - Academic courses, honor roll student and helped start the school's Ham radio club.
- **Fortis Institute - Erie, PA (Tri-State Business Institute)**
 - Associate - Computer Information Systems, Networking and Security

SKILLS & QUALIFICATIONS

- Microsoft Certified Systems Engineer: Server 2003
- Microsoft Certified IT Professional: Server 2008 Enterprise Administration
- Microsoft Office User Specialist: Office 2003
- CompTIA A+ Certified IT Technician
- CompTIA Network+ Certified
- CompTIA Security+ Certified

KEY STRENGTHS & POINTS

- ✓ Team player that can work well independently as well as with others to complete tasks.
 - ✓ Able to work in a high stress, fast paced environment while maintaining professionalism.
 - ✓ Provide support and interact with numerous customers and co-workers daily.
 - ✓ Ability to calculate numbers and use algebra appropriately.
 - ✓ Acquired leadership skills, involving much persuasion at times.
 - ✓ Passionate about technology and helping others benefit from its use.
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