



## Aaron Riley

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### SUMMARY

I am a highly motivated and energetic IT professional with over 18 years in the information technology field. Since I started in the industry I have held various management level positions.

Early in my career I obtained several industry certifications from Microsoft and CompTIA among others along with a dual-major associate degree in Computer Information Systems, Networking and Security.

As an IT field technician I have successfully handled hundreds of on-site and remote support calls for customers in all walks of life from across the US. I have provided over a decade of service to local communities within the Northwest Pennsylvania, Northeast Ohio, and Southwest New York regions.

Seeking to sharpen my entrepreneurial skills, I aided in the formation of a few tech startups and served in key management positions until the businesses grew to involve others. Over the course of these business ventures I have established and maintained a customer base with a high level of support.

As a service provider, I have implemented and maintained delivery of services including remote tech support, help desk assistance, hardware repair/replacement and troubleshooting, managed IT services (ITSM/MSP), network and cyber security, infrastructure design and management, private cloud and app hosting, Windows and Linux server configurations, data center co-location, wireless internet access (WISP), and several others.

I have a real passion for technology and the value it adds to humanity, and challenges are a huge drive for me.



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## EXPERIENCE

- **2022 – Present** : Freelancer • Supportwave
  - IT Support Technician
- **2022 – 2023** : President • Elite Technology Solutions
  - Senior Solutions Developer
- **2008 – 2012** : President • Presque Isle Technology Solutions
  - Network & Systems Engineer
- **2006 – 2010** : Partner • ECS & Technologies
  - Business Support Systems Engineer
- **1999 – 2006** : President • Riley Electronic Services
  - Install/Repair/Maintenance Technician

## 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) – 2005
- Microsoft Office User Specialist (Office 2003) – 2005
- CompTIA A+ Certified IT Technician – 2007
- CompTIA Network+ Certified – 2008
- CompTIA Security+ Certified – 2008

## 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 on a daily basis.
- ✓ Ability to calculate numbers and use algebra appropriately.
- ✓ Leadership skills, involving much persuasion at times.
- ✓ Passionate desire to always be learning more about technology.

