

# AARON KINDER

## TECHNICAL DIRECTOR | TECHNOLOGY LEADER

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Transformational technology executive with 15+ years revolutionizing MSP operations through strategic automation, AI integration, and talent optimization. Proven ability to scale operations 300% without proportional headcount increases while dramatically improving service delivery metrics. Expert at building self-sustaining technical organizations that drive recurring revenue growth and exceptional customer outcomes.

"Regardless of deadlines or other pressure, Aaron always delivers. If he ever doesn't have a solution to one of my technical challenges he always returns with suitable options. I wish that all my vendors had his attitude and skill sets."

Dayna Hottle

Corporate Executive, C&C Heating and Air Conditioning | 15-Year Partnership

300%

Service Capacity Growth

85%

Resolution Time Reduction

24/7

AI Automation Coverage

\$5M+

MSP Revenue

### EXECUTIVE COMPETENCIES

Strategic Planning & Execution	MSP Operations Excellence	Automation & AI Integration
Team Development & Retention	Cloud Architecture (Azure/AWS)	P&L Management
Customer Success Programs	M&A Integration	Vendor Management

### PROFESSIONAL EXPERIENCE

#### NATIONAL TECHNOLOGY MANAGEMENT

2021 – 2025

Bingham Farms, MI | \$5M+ MSP serving diverse client base

Chief Strategy Officer (2025 – 2025) | Technical Director (2021 – 2025)

Promoted to drive enterprise-wide transformation through customer empowerment initiatives and scalable automation frameworks. Lead strategic technology initiatives that position organization for sustainable growth while maintaining operational excellence.

- **Transformed Business Model:** Architected automation frameworks enabling 300% service capacity growth without additional headcount, shifting from labor-intensive to technology-driven operations
- **Revolutionized Service Delivery:** Reduced average ticket resolution from 2+ days to 1.33 hours through strategic metrics implementation and AI-powered workflow optimization
- **Built AI Platform:** Developed voice service handling authentication, ticket creation, and emergency escalation 24/7, eliminating need for after-hours staffing while improving customer experience
- **Accelerated Compliance:** Reduced A2P 10DLC approval time from 14 days to 24 hours through innovative solution development
- **Eliminated Turnover Issues:** Designed merit-based career framework with quarterly reviews and defined progressions, creating clear advancement paths for top performers
- **Empowered Self-Service:** Integrated customer portal for password resets and user management, reducing support tickets by 40%
- **Created Knowledge Management System:** Empowered team documentation and training video creation, accelerating onboarding and building institutional knowledge
- **Negotiated Vendor Agreements:** Secured consistent pricing and lifecycle support, reducing costs while maintaining service quality standards

"I was able to see Aaron setup a multi-site low latency network with a tight deadline and restricted budget, maintain network security with minimal downtime, setup and maintain our call center environment, and manage our disaster recovery plans. He was never one to complain about work that needed to be accomplished."

Ahmad Mustafa

Senior Network Administrator, Flagstar Bank

## ALLCOMM, INC.

2015 – 2021

Commerce, MI | Telecommunications & IT Services

### Chief Technology Officer

Led technology transformation for telecommunications and IT services company specializing in ShoreTel and legacy PBX systems. Managed cross-functional teams delivering solutions across multiple states.

- **Led Digital Transformation:** Migrated multi-state legacy infrastructure to Azure AD and Office 365, improving performance while reducing costs 40%
- **Ensured Business Continuity:** Deployed Datto solutions across customer base achieving 99.9% uptime during COVID-19 crisis
- **Optimized Operations:** Reduced costs through strategic PSA/RMM migration from ConnectWise to SyncroMSP while improving third-party integrations
- **Managed Large-Scale Projects:** Directed fiber/copper installations, ISP cross-connects, and VoIP deployments across national footprint

*"His interpersonal and communication skills have allowed him to develop productive working relationships with both our clients and our staff. His ability to remain unflustered during frenzied periods like system outages proves his ability to work well under pressure."*

**Kelly Watson**

Office Manager, Allcomm, Inc.

## ECLIPSE CONSULTING, INC.

2013 – 2015

Clinton Township, MI | IT Consulting

### Senior I.T. Consultant

- Managed infrastructure for 30+ SMB clients across US, Mexico, Germany, and China
- Architected enterprise security solutions using Cisco ASA, WatchGuard firewalls, and site-to-site VPN configurations
- Developed custom applications using C# .NET and SQL Server, including asset tracking and reporting systems
- Formed strategic partnership with Comcast, generating additional revenue streams while improving service delivery

## TECH ENTERPRISE, INC.

2008 – 2013

Saint Clair Shores, MI | Network Services

### Network Administrator / Project Manager

- Created managed backup service generating recurring revenue through flat-fee model, supporting 40 servers across 30 businesses
- Built shipping rate optimization tool integrating multiple carrier APIs, reducing logistics costs
- Delivered technical solutions for 50+ businesses ranging from 5-500 users

## EDUCATION & CERTIFICATIONS

**Certificate of Computer Science** | Lawrence Technological University | 2012

**Active Certifications:** Microsoft Azure Fundamentals | VMware VCP-DCV | Rewst Automation Practitioner | Liongard Administrator | Nerdio NMM-100/200 | Veeam Professional | Mitel Connect Support Engineer

## TECHNICAL PROFICIENCIES

**Cloud & Infrastructure:** Azure, AWS, VMware vSphere, Hyper-V, Office 365, SharePoint | **Automation & DevOps:** PowerShell, CIPP, DSC, Rewst, API Integration, CI/CD | **Security & Compliance:** Azure AD, Active Directory, Cisco ASA, WatchGuard, A2P 10DLC | **Service Management:** Datto RMM, ConnectWise, SyncroMSP, Liongard | **Development:** C# .NET, SQL Server, MySQL, PHP, REST APIs | **Networking:** TCP/IP, DNS, DHCP, VPN, SD-WAN, VoIP (ShoreTel, Mitel)

## PROFESSIONAL REFERENCES

### Dayna Hottle

Corporate Executive  
C&C Heating and Air  
15-year partnership

### Ahmad Mustafa

Senior Network Administrator  
Flagstar Bank  
Direct collaboration 2015-2020

### Kelly Watson

Office Manager  
Allcomm, Inc.  
Colleague

Full letters of recommendation available upon request | Contact information provided separately