Aaron Kinder

I.T. Manager - National Technology Management
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To obtain a full time position from an established company that enables me to bring in fresh ideas, organizational skills, customer service, leadership ability, and utilize 15 years of IT experience while providing opportunity for professional growth and career advancement.

Authorized to work in the US for any employer

Work Experience

Technical Director
NATIONAL TECHNOLOGY MANAGEMENT-Birmingham, MI
October 2021 to Present

As Technical Director at National Technology Management, I spearheaded IT strategy development, reviewing products and crafting solutions for project implementation and help desk support. My role involved documenting solutions to ensure predictability and repeatability, significantly reducing support costs and enhancing our competitive edge, which empowered our sales team to secure more deals.

I successfully negotiated with vendors to minimize costs and secure consistent product and service support over their lifecycle. I upheld high standards within our teams by setting clear expectations and conducting quarterly reviews, fostering a culture of continuous improvement and recognition.

In collaboration with senior leadership, I established a defined career path for employees, aimed at reducing turnover and supporting merit-based salary increases. I served as the primary escalation point for our on-call staff, available 24/7/365, leading by example to navigate complex challenges.

My leadership extended to orchestrating weekly level 10 meetings, which provided a forum for staff to express concerns, seek advice, and collaborate on sophisticated tasks. I defined roles across three tiers of technical support and trained teams to deliver swift and efficient customer service.

I consistently recognized team achievements, supported professional development, and provided monthly one-on-one coaching sessions to promote autonomy and alignment with organizational goals.

Keeping abreast of industry developments, from threat analysis to new product innovations and automation solutions, I led the creation of a Microsoft Teams channel to foster a learning and information-sharing culture among staff.

I developed our monitoring and alerting framework in collaboration with project and leadership teams to align with our service commitments and agreements. My efforts in refining staff efficiency included classifying ticket types and analyzing urgency to meet service level objectives.

I integrated Artificial Intelligence tools to enhance communication training for our staff, enabling them to better assist non-technical customers. This initiative improved customer understanding and satisfaction.

I was responsible for enforcing technical team policies and procedures across various operations, including new system configurations, user onboarding, and offboarding processes. I also analyzed team performance metrics in conjunction with senior leadership to ensure alignment with strategic goals.

My dedication extended beyond regular hours, contributing additional time to meet and exceed quarterly company objectives through team motivation and targeted support.

I spearheaded the development of a new onboarding process for our company's Pure SaaS offerings, which included detailed manuals, tutorial videos, and automation enhancements using CIPP, PowerShell, and Microsoft DSC tools.

Chief Technology Officer
Allcomm, Inc.-Commerce, MI
June 2015 to October 2021

• Manage a company of computer and telecommunications experts. Specializing in ShoreTel as well as legacy PBX phone systems.

• Consulted with management teams to determine computer and information system needs; scope and priorities of projects, and recommend hardware and software purchases, budgeting, and staffing needs.

• Managed and overseen all daily operations including systems analysis, technical support, telecommunications, training and computer technologies relating to hardware and software systems.

• Successfully migrated multi-state legacy Citrix VDI environment to new equipment running the latest stable versions of Citrix as well as primary line of business software.

• Migrated on-premises Active Directory, Exchange and file servers to Microsoft Azure AD, Office 365 and SharePoint Team Sites.

• Managed large low voltage fiber and copper installation projects with low voltage staff installation teams.

• Supported national ISP with cross connects, VoIP, repairs and new installation of circuits.

• Evaluated several business continuity solutions for our managed service customers and successfully deployed Datto Business Continuity solutions across customer base.

• Met with customers on a quarterly basis to evaluate their current and future technology needs.

• Migrated PSA/RMM from ConnectWise to SyncroMSP to reduce costs and improve integration with third party utilities.

• Researched new technologies to improve our customer product offerings and capabilities.

• Worked with internal and third party staff to improve our network security as well as our customer's.

• Assured our customer base was ready for the COVID-19 work from home initiatives and that our staff members could work safely.

Senior I.T. Consultant
Eclipse Consulting, Inc-Clinton Township, MI
May 2013 to June 2015

Work closely with a small team of experts in I.T. and custom application development. A team effort is utilized with every client providing comprehensive solutions to their business technology needs.

● Maintain networks and servers for over 30 small to mid-size businesses in the United States, Mexico,

Germany and China

● Top-level user support for all hardware and software applications

● Train users and IT staff on all new applications

● Facilitated hardware warranty replacements for hard drives / servers / switches and Uninterruptible Power

Supplies

● Test, implement, upgrade, and support all major software packages for all businesses

● Configure all network devices including Watch Guard firewalls and Cisco switches

● Responsible for hardware, backups and stability of 30 Windows 2008 R2 or 2012 R2 Servers on VMware

ESX and Microsoft HyperV

● Configured and maintained Cisco ASAs, Cisco Enterprise and Cisco Small Business Switches

● Setup and maintained site-to-site VPN networks / port forwards / static routes / client VPN / email spam

filtering / malware protection / reporting for multiple branch offices and multiple separate businesses using

Watch Guard XTM 2 and XTM 5 series appliances

● Develop and manage large department projects such as new or moving sites as well as implementing

business software

● Deployed / configured and maintained Cisco SPA525G / Panasonic VoIP phones

● Created call routing and automated attendant policies

● Serve as main contact with all vendors

● Create several databases with Microsoft Access and SQL including a business asset tracking system

● Write reports using Crystal reports for all departments using Microsoft Access and SQL databases

● Maintain intranet CRM and SharePoint sites

● Utilized LogMeIn Central and LogMeIn Rescue as a remote support solution

● Formed a partnership with Comcast to improve internet deployments for our customer base and generate

additional income

● Place and manage all hardware and software purchases and report to accounting

● Deployed / monitored and resolved malware issues with Symantec Endpoint Protection on premises and cloud edition using group policy

● On-site and off-site maintenance and support of customer infrastructures.

● Proactively monitored and troubleshot issues with Symantec Backup Exec for backups and restorations

● Tested / evaluated and consulted on Veeam backup implementation for a Microsoft HyperV deployment

● Deployed Exact Macola Enterprise Resource Planning system for a multiple location manufacturing business

● Migrated servers and converted existing end of life Vembu StorGrid offsite backup system to Idera R1Soft

● Trained staff on best practices for R1Soft backup system

● Replaced existing CAT5 Ethernet cabling with structured CAT5e and CAT6 and clean installation of rack

mountable equipment in floor mounted 2 / 4 post racks as well as wall mounted cabinets for multiple clients

Network Administrator / Project Manager

Tech Enterprise, Inc-Saint Clair Shores, MI

November 2008 to May 2013

Daily work with existing and new clients to develop technical solutions critical to their operation.

Middleware development to full software suites can be provided with source code to allow for new

future developments to projects by new staff.

● Developed trusted relationship with core clients

● Network, application, mobile device, equipment, and user support for over 50 businesses, ranging from 5- 500 users

● Meet with new and existing customers to discuss needs / requests and create estimate proposal

● Develop and implement project plan for customers such as implementing network at a new location,

company-wide business application upgrade, or migration from POP3 / IMAP host to Microsoft Exchange on premises / Office 365 or Google Apps

● Completed service requests

● Develop training guidelines and manual, then complete end user training on processes and or application

use

● Communicate and coordinate with other outside vendors

● Created web and desktop applications using Microsoft Visual Studio C# .NET and PHP

● Database creation, data manipulation and reporting using Microsoft SQL Server and phpMyAdmin with

MySQL

● Proposed / created and deployed a php application to store credentials for clients eliminating the need to contact the primary technician for each client to obtain required passwords

● Proposed / created and deployed a php reporting application interfacing with Microsoft Dynamics RMS

providing information on inventory and sales not available with the built in reporting capabilities

● Proposed / created and deployed an application to pull the best shipping rates using an API or screen

scraping when necessary for Central Transport, Fedex, Old Dominion, Holland, Pitt Ohio and ABFS

● Proposed / created and maintained several business custom developed applications saving clients up to 15

minutes per transaction per employee

● Developed and maintained documentation

● Escalation point to other technical staff

● Backed up / migrated / maintained / analyzed Cisco ASA and IOS configurations

● Setup and maintained site-to-site VPN networks / port forwards / static routes / client VPN / email spam filtering / malware protection / reporting for multiple branch offices and multiple separate businesses using

Cisco ASA 5510 / 5505 security appliances / SonicWALL TZ and NSA series appliances

● Utilized TeamViewer / Microsoft Remote Desktop and VNC to support businesses remotely on demand

● Proposed and implemented a fully managed offsite backup system inclusive of restorations for a flat monthly fee in order to generate recurring income

● Successfully proposed and closed deals and backed up 40 offsite servers for approximately 30 separate businesses

Education

Certificate OF COMPUTER SCIENCE
LAWRENCE TECHNOLOGICAL UNIVERSITY
May 2012

Skills

- Microsoft SQL Server
- Linux
- .NET Framework
- Operating Systems
- Active Directory
- MySQL
- VMWare
- Computer Networking
- AWS
- Microsoft Windows Server
- DHCP
- LAN
- VoIP
- DNS
- Azure
- WAN
- Microsoft Exchange
- TCP/IP
- Technical Support
- Cloud Computing

Links

https://aaronkinder.com

Certifications and Licenses

VMware Certified Professional
May 2015 to Present

VMware Certified Professional Data Center Virtualization

Microsoft Certified Azure Fundamentals
November 2020 to Present

Azure services, Azure workloads, security and privacy in Azure, as well as Azure pricing and support.

Mitel Connect Support Engineer
April 2016 to Present

VoIP unified communications support certified

Veeam Professional
March 2015 to Present

Business Continuity Solutions

Assessments

Technical support — Proficient
August 2021

Performing software, hardware, and network operations
Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.