


Aaron Holt

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Summary

Highly focused Support Specialist with a history of developing, managing, and supporting technology operations in challenging, ever-changing environments. Excellent background includes 15 years of experience in hands-on and supervisory roles. Skilled in listening, coaching, and supporting users at all organizational levels.

Experience



Homeowner Experience Specialist

Vacasa

May 2023 - Present (2 months)

Assisting Owner Support staff members alongside Team Leads and monitoring communication channels. Assisting owners and field staff with revenue management, rates, property performance, finances, calendar management, account-related programs, and contracts



SaaS Systems Engineer I

Vacasa

Mar 2022 - Nov 2022 (9 months)

Deployed, maintained, and troubleshoot core business applications. Orchestrated user access management for hosted SaaS products, including onboarding and offboarding of employees and ongoing permissions management reviews. Coordinated with stakeholders on regular maintenance of hosted solutions to support necessary system upgrades. Provided hands-on customer support for end users of managed products.



CX Senior Specialist - Owner Support

Vacasa

Jul 2021 - Mar 2022 (9 months)

Assisting Owner Support staff members alongside Team Leads and monitoring communication channels. Assisting owners and field staff with revenue management, rates, property performance, finances, calendar management, account-related programs, and contracts



System Administrator

Arshem Web Solutions

Oct 2017 - Jul 2021 (3 years 10 months)

Used Proxmox, Ubuntu Server & Plesk to create a custom-tailored in-house environment used for development, staging, and production of client web applications. Taking customers through a thorough needs analysis, making suitable product recommendations, and organizing test drives. Deploy and manage web applications such as Ghost CMS, WordPress, Drupal, Joomla & Magento.



System Administrator

Sales Secret LLC

Aug 2013 - Sep 2017 (4 years 2 months)

Installed, maintained, and supported a custom-tailored systems environment that utilized Active Directory, SQL, and Exchange. Communicated with network personnel and website hosting providers to address hardware or software issues affecting customer websites. Provided proactive communication to clients, account managers, and project managers.



Support Specialist

Single Source Marketing & Technology

May 2011 - Jul 2013 (2 years 3 months)

Troubleshoot, supported, configured, and maintained PC hardware, Printers, POS Systems, and other various network equipment. Provided technical support for computer performance issues via ticket, phone, remote desktop, and onsite.

Education



Broward College

associates , Information Technology

Aug 2004 - Dec 2006

Skills

Infrastructure as code (IaC) • OneLogin Single Sign-On (SSO) • Salesforce.com Implementation • AWS Identity and Access Management (AWS IAM) • Google Cloud Platform (GCP) • Google Workplace • Continuous Integration and Continuous Delivery (CI/CD) • GitHub • Terraform • Information Technology