Contact

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(LinkedIn)

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Top Skills

Dispute Resolution

Account Management

Operations Management

Aaron Holt

Senior Retention Specialist
Fort Lauderdale, Florida, United States

Summary

I am a seasoned technophile with over 15 years of experience in technology operations, currently serving as a Sr. Retention Specialist at Vacasa. My career has been dedicated to enhancing user experiences and satisfaction through effective communication, problem resolution, and technical expertise. Previously, I worked as a SaaS Systems Engineer, managing core business applications and user access, and supporting system upgrades. Skilled in advanced technologies, I am recognized for my ability to improve operations and resolve technical inquiries efficiently. Outside of work, I continuously explore new technological trends and tools, while seeking opportunities to connect with fellow technology enthusiasts.

Experience

Vacasa
Sr. Retention Specialist
May 2023 - Present (1 year 9 months)
Portland, Oregon, United States

- Lead the process of addressing, resolving, and documenting any customer concerns related to business growth, billing, and overall account satisfaction to ensure long-term customer loyalty.

- Act as the primary liaison to channel all technical inquiries from customers to the appropriate internal teams, facilitating effective problem resolution and maintaining seamless communication.

- Regularly participate in training sessions to enhance personal knowledge and skills, with a focus on consistently improving retention strategies and achieving or surpassing monthly retention targets.

Vacasa
1 year 5 months

SaaS Systems Engineer I

March 2022 - November 2022 (9 months)
Portland, Oregon, United States

- Deploy and maintain essential business applications while troubleshooting any issues to ensure seamless operation.

- Manage user access for hosted SaaS products by handling employee onboarding and offboarding, as well as conducting regular permissions reviews.

- Collaborate with stakeholders to conduct regular maintenance and implement essential system upgrades for hosted solutions.

CX Senior Specialist - Owner Support
July 2021 - March 2022 (9 months)
Miami-Fort Lauderdale Area

- Collaborate with Owner Support staff and Team Leads to optimize communication channels and ensure exceptional service delivery.

- Provide expert assistance to property owners and field staff in managing revenue, rates, property performance, finances, and calendars.

- Oversee and guide the management of account-related programs and contracts to enhance operational effectiveness and owner engagement.

Arshem Web Solutions
Information Technology Operations Manager
October 2017 - July 2021 (3 years 10 months)
Columbus, Indiana, United States

- Utilize Proxmox, Ubuntu Server, and Plesk to design and maintain a customized development, staging, and production environment for client web applications.

- Conduct comprehensive needs analyses for customers, offer appropriate product recommendations, and coordinate test drives to enhance client satisfaction and project success.

- Oversee the deployment and management of various web applications, including Ghost CMS, WordPress, Drupal, Joomla, and Magento, ensuring smooth operation and security compliance.

Sales Secret LLC
Information Technology Operations Manager
August 2013 - September 2017 (4 years 2 months)
Miami Metropolitan Area

- Spearheaded the installation, maintenance, and support of a bespoke systems environment integrating Active Directory, SQL, and Exchange.

- Coordinated with network teams and web hosting providers to swiftly resolve hardware and software issues impacting customer websites.

- Delivered proactive communication to clients, account managers, and project managers to ensure seamless operations and address potential concerns promptly.

Single Source Marketing & Technology
IT Support Specialist
May 2011 - July 2013 (2 years 3 months)
Fort Lauderdale, Florida, United States

- Efficiently diagnosed and resolved hardware issues, offering comprehensive support and maintenance for PC hardware, printers, POS systems, and an array of network equipment to ensure optimal functionality.

- Delivered exceptional technical assistance for computer performance challenges, utilizing ticketing systems, phone support, remote desktop services, and onsite visits to provide timely and effective solutions.

- Configured and maintained IT infrastructure, guaranteeing seamless operation by proactively addressing potential setbacks and implementing best practices for network equipment and systems management.

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