



Aaron Pantling

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www.aaronpantling.com

Summary of Qualifications

- Motivated individual with high standards of quality and excellent attention to detail
- Strong technical mindset and ability to learn, understand, and explain complex systems
- Calm, easy-going personality
- Excellent customer service skills, even in challenging circumstances
- Works well individually or as part of a group
- Ability to manage deadlines and projects and handle different sets of priorities

Experience

- Installing, setting up and configuring:
 - Mac and Windows desktop hardware and software (especially Apple, Dell, HP, and Lenovo)
 - Advanced knowledge of PC and Mac boot process (BIOS, UEFI, MBR/GPT, BCD, etc.)
 - Printers and other peripherals
 - Basic and intermediate networks (layers 1-3) and Cisco networking equipment
- Troubleshooting all of the above, including extensive hardware diagnostics, disassembly and reassembly, research into both developing and historical issues, understanding patterns related to common problems
- Helping less-advanced users understand how their systems work and how to use them
 - Patient teacher, good at helping people "make peace" with their technology
- Web technologies including HTML, PHP, CSS, JavaScript, SQL, WordPress, and more
 - Built my professional website from the ground up, including designing the site, creating the assets, and writing the code
- In-depth knowledge of macOS / Cocoa gained from 9 years of hobby development work
 - Developed and published the Mac utility app Coffee Buzz (coffeebuzz.aaronpantling.com)
 - Currently developing an advanced graphic design and image editing application for Mac

Education History

- York County Community College, Wells, ME
 - Associate in Applied Science in Computer Science, completed May 2017 with 4.0 GPA
 - Phi Theta Kappa honor society / NASA STEM scholarship
- University of Southern Maine, Gorham, ME
 - Bachelor of Science in Information Technology, completed May 2019 with 3.98 GPA
 - Summa Cum Laude
 - President's Transfer Scholarship, Steven O. Innes Memorial Scholarship, Hooper Scholarship

Work History

- Hannaford Supermarkets, York, ME. October 2015-present
 - Customer Service Leader / Hannaford to Go Expeditor in a medium-large store
 - Responsible, with little to no supervision, for overseeing multiple associates
 - Adeptly handling awkward situations such as disgruntled or confused customers, individuals who cannot speak English, spills, equipment failures, suspected shoplifters, etc.
 - "Exceeded expectations" in multiple performance reviews
 - Nominated for Service Star of the Month multiple times
- Lenharth Systems, Barrington, NH. July 2018-present
 - Internship July 2018 through September 2018
 - Part-time Technician/Repairman
 - Updating existing equipment/systems, troubleshoot and repair working computers, refurbish and reconfigure used computers
 - Trusted to conduct these activities and man the shop even in the owner's absence, including opening and closing
 - Data migration, imaging, backup, etc.
 - Interact directly with customers

Additional Skills

- Experienced amateur photographer and musician (examples posted on website)
- Basic understanding of the Spanish language

Community Involvement

- Boy Scouts of America: Local troops in Maine and Hawaii from 2008-2015
 - Achieved the rank of Eagle Scout in June 2015
- Volunteer live sound engineer, with about 4 years combined experience, for Grace Baptist Church in East Rochester, NH, and previously for Ohana Baptist Church in Honolulu, HI