

Aaron Miller

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TECHNICAL SKILLS

Languages & Web Python 3, Java, HTML5, Git, JavaScript
Systems & Platforms Active Directory, Entra ID, Microsoft 365 Admin Center, Windows 10/11, Mac
Security & Tools CompTIA Security+, Wireshark, BitLocker

PROJECTS

Job Application Tracker | Python · FastAPI · PostgreSQL · SQLAlchemy · React 2026

- Built a full-stack job tracking application with a normalized PostgreSQL schema across 4 tables (applications, contacts, users, verification codes), enabling relational data modeling for contact management, application history, and user settings.
- Implemented a secure authentication system using JWT tokens and email-delivered 6-digit verification codes, enforcing session integrity and identity verification across all protected API routes.
- Designed a real-time dashboard surfacing key metrics - total applications, interviews planned, offers received, and response rate - by aggregating live query results across the applications table via SQLAlchemy ORM.

EXPERIENCE

NetX IT Solutions — Centerville, OH Jun 2025 – Feb 2026
Managed Services Specialist / Field Technician (Tier 2 Support)

- Reduced recurring ticket volume by ~15% across 150+ client organizations by documenting root cause analyses and remediation steps in a centralized knowledge base, improving resolution consistency for hardware, software, and network issues.
- Automated and standardized new-user onboarding workflows using Active Directory, Entra ID, and Microsoft 365 Admin Center-enforcing MFA and least-privilege access policies that cut provisioning time by ~20% per user.
- Deployed Windows workstations end-to-end for new hires-imaging, domain join, BitLocker encryption, software installation, and network resource mapping-maintaining 100% policy-compliant asset documentation across all client environments.
- Resolved escalated Tier 2 issues across clinical, corporate, and nonprofit environments with an average SLA adherence rate of ~95%, owning the full ticket lifecycle from triage through documented close.

National Cyber League (NCL) Aug 2023 – May 2024
Competitor — Capture the Flag

- Applied network traffic analysis, web exploitation, cryptography, and log analysis to solve real-world security challenges across biannual national CTF competitions, strengthening systematic debugging and problem-solving skills directly transferable to software development.

Wittenberg University Aug 2023 – Dec 2023
Lab Assistant — Intro to Python (CS-150)

- Reinforced OO programming and core Python fundamentals for 25 students through targeted review sessions, contributing to a ~15% reduction in assignment resubmission rates.

Wittenberg Men's Volleyball Aug 2021 – May 2025
4-Year Varsity Athlete

- Contributed to back-to-back conference championships (2023 & 2024); earned Eye of the Tiger and Best Teammate awards for culture leadership, communication, and collaborative mindset.

EDUCATION & CERTIFICATIONS

Wittenberg University — Springfield, OH Graduated May 2025
B.A. Computer Science (Cybersecurity Focus) · B.A. Mathematics · GPA: 3.241

CompTIA Security+ May 2024