

Aaron Miller

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TECHNICAL SKILLS

Languages & Web: Python 3, C#, Java, HTML5, Git, JavaScript, SQL
Backend & Frameworks: FastAPI, ASP.NET Core, PostgreSQL, SQLAlchemy, REST APIs, JWT Auth
Observability & DevOps: Prometheus, Grafana, Locust, Docker, Docker Compose
Systems & Platforms: Active Directory, Entra ID, Microsoft 365 Admin Center, Windows 10/11, Mac
Security & Tools: CompTIA Security+, Wireshark, BitLocker

PROJECTS

ASP.NET Observability API | C# · ASP.NET Core · Prometheus · Grafana · Locust · Docker Compose 2026

- Built a C# ASP.NET Core REST API fully instrumented for reliability observability, with Prometheus scraping live SLIs—error rate, latency, and request volume—tracked against a configurable SLO target.
- Designed a Grafana dashboard surfacing real-time error budget burn rate, enabling at-a-glance reliability health assessment without manual querying.
- Integrated Locust for continuous background load testing to generate realistic traffic, with the full stack spinning up via a single Docker Compose command.

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

Managed Services Specialist / Field Technician (Tier 2 Support) *Jun 2025 – Feb 2026*

- 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)

Competitor — Capture the Flag *Aug 2023 – May 2024*

- 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 Springfield, OH

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

- 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

4-Year Varsity Athlete *Aug 2021 – May 2025*

- 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

B.A. Computer Science (Cybersecurity Focus) · B.A. Mathematics · GPA: 3.241

Springfield, OH

Graduated May 2025

CompTIA Security+

Certification

May 2024