

# Aaron Altergott

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## Experience

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- CSR – Operations Specialist**, Southwest Self Storage, Redlands, CA Nov 2024 – present
- Troubleshoot user issues with the website payment portal and mobile application, resolving login errors, payment failures, and account access problems
  - Deliver account and billing support for 500+ customers using Sitelink ERP, resolving system and payment discrepancies, and addressing customer requests via XPS tickets
  - Resolve hardware/software issues for office equipment including printers, computers, routers and switches, surveillance cameras, and peripheral devices
  - Investigate financial discrepancies by reviewing operational reports and correcting errors within Sitelink
- Research Intern**, The Advance Group, Remote May 2023 – Aug 2023
- Evaluated multiple organizations across various industries, identifying strategic opportunities and crafted partnership proposals aligned with our goals
  - Analyzed voter data and demographic trends across New York City districts to predict voting patterns, assess policy impact, and determine potential legislative sponsors for initiatives
  - Provided event coordination, logistical support, and outreach efforts for clients
- English Instructor**, American Language Institute, Long Beach, CA Aug 2019 – Mar 2020
- Provided personalized English tutoring to international students, tailoring lessons to enhance their comprehension, speaking, and writing skills
  - Led a Halloween and Christmas cultural event showcasing American customs and traditions

## Education

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- California State University Long Beach**, Long Beach CA Aug 2019 – Dec 2023
- BA in International Studies
  - Cybersecurity 1,2: Information Systems

## Certifications

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- AWS Certified Cloud Practitioner (CLF-C02)** - In progress  
**AWS Certified Solutions Architect Associate** - In progress

## Skills

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### Software:

Excel (PivotTables, XLOOKUP, Data Analysis), Sitelink ERP, IBM SPSS, Google Workspace, Microsoft 365, AnyDesk, Linux Ubuntu, VirtualBox/VMware, AWS

### Operations:

XPS ticket tracking and resolution, User troubleshooting, Password resets and account access, Website and mobile app troubleshooting, Office device support, Wi-Fi and connectivity troubleshooting