AARON TRICKETT

166 RHUBENS BRANCH | LOUISA, KY 41230 | 909-205-2270
AARONTRICKETT@YAHOO.COM | LINKEDIN PROFILE

PROFESSIONAL SUMMARY

IT professional with over 20 years of experience in technical support, security, application management, and IT infrastructure. Adept at problem-solving in high-pressure environments, implementing secure IT solutions, and driving business-focused technology improvements. Skilled in team leadership, process optimization, and cross-functional collaboration to support business operations effectively.

PROFESSIONAL EXPERIENCE

OLDCASTLE INFRASTRUCTURE | REMOTE

INFORMATION SECURITY ANALYST | SEPT. 2024 – PRESENT

- Investigate and respond to security incidents to ensure enterprise-wide data protection.
- Utilize ServiceNow for incident tracking and resolution.

BUSINESS ANALYST – MANUFACTURING | SEPT. 2023 – SEPT. 2024

- Provided technical and strategic support for Manufacturing and Engineering systems.
- Developed and documented process flows to optimize system efficiency.
- Led application optimization projects to align IT infrastructure with business objectives.
- Defined the IT roadmap for cloud-based solutions in the manufacturing sector.
- Engaged with stakeholders to gather requirements and implement solutions.

SUPPORT APPLICATION SPECIALIST | JAN. 2023 – SEPT. 2023

- Provided end-user support for business-critical applications.
- Analyzed application performance and recommended enhancements.
- Collaborated with teams to improve efficiency and functionality.
- Resolved technical issues and documented application updates.
- Ensured cross-departmental teamwork to address IT challenges effectively.

SUPERIOR COURT OF CALIFORNIA | SAN BERNARDINO, CA

APPLICATIONS ANALYST II | MAY 2016 – NOV. 2022

- Delivered technical support for enterprise-level applications.
- Managed large-scale IT infrastructure maintenance and upgrades.
- Led internal IT projects, coordinating resources and timelines.
- Evaluated and recommended software, hardware, and network solutions.
- Utilized ServiceNow for issue tracking and resolution.
- Developed training materials and conducted staff training sessions.

COURT SYSTEMS TECHNICIAN II | SEPT. 2008 – MAY 2016

- Provided system support and issue resolution for end-users.
- Managed network connectivity, ensuring seamless operations.
- Led technical projects, from installation to deployment.
- Created user guides and conducted training sessions.

RIALTO UNIFIED SCHOOL DISTRICT | RIALTO, CA

TECHNOLOGY SUPPORT TECHNICIAN III | SEPT. 2000 – SEPT. 2008

- Provided comprehensive hardware and software support for faculty and staff.
- Diagnosed and resolved network and device issues.

- Managed IT inventory and procurement of equipment.
- Integrated new technology solutions to improve school operations.

TECHNICAL SKILLS
- IT Security & Incident Response
- Network & Systems Administration
- Application & Database Troubleshooting
- Microsoft 365 Administration
- ERP Support & Optimization
- IT Project Management
- Vendor & Asset Management
- Training & Documentation

CERTIFICATIONS
- TestOut Security Pro | TestOut | Dec. 2024
- TestOut PC Pro | TestOut | Apr. 2024
- CompTIA IT Fundamentals+ | CompTIA | Mar. 2024
- Initiating and Planning Projects | University of California, Irvine | Jun. 2015
- MySQL Database MasterClass | Udemy | Jul. 2015
- Oracle Step by Step SQL | Udemy | Jul. 2015

EDUCATION
- Ashland Community and Technical College | Pursuing A.A.S. in Information Security
  Expected Graduation: May 2025