

AIDAN HOLTON

COMPUTER SCIENCE MAJOR

Front-End • TypeScript • Node • Git • IT Support

☎ (770) 881-4178

✉ aidanbh16@gmail.com

in linkedin.com/in/aidan-holton

🔗 github.com/aidanbh16

🌐 aidanholton.dev

PROFILE

I'm a Computer Science student at the University of North Georgia with a 3.0 GPA. I graduated high school with a 3.5 GPA and honors. I currently work in IT support and customer service, where I help users with account access, software issues, and general technical problems. I use ServiceNow to document support tickets, track workflow, and escalate issues when needed. I also work with web technologies like JavaScript, TypeScript, Node.js, HTML, CSS, TailwindCSS, Git, and GitHub. I'm available to work part-time during business hours while attending classes.

WORK EXPERIENCE

University of North Georgia | Jan 2024 - Present

IT Help Desk Technician

- Developed core technical support skills in diagnosing and resolving common software and hardware issues.
- Practical experience using and administering ServiceNow to improve workflow efficiency.
- Used ServiceNow for documenting support procedures, escalating issues to appropriate teams, and tracking resolution progress.
- Performed routine maintenance and troubleshooting for hardware and software systems.
- Managed user accounts, including password resets and resolving access-related issues.
- Communicate with users to gather information, explain solutions, and ensure issues are fully resolved.

COURSE EXPERIENCE

- Web Programming
 - Letter Grade: A
- Computer Architecture
 - Letter Grade: A
- Computer Ethics and Social Issues
 - Letter Grade: A
- Introduction to UNIX (Summer 2025)
 - Letter Grade: WIP
- Computer Security (Summer 2025)
 - Letter Grade: WIP
- Databases (Fall 2025)
 - Letter Grade: TBA

EDUCATION

2022 - Current

UNIVERSITY OF NORTH GEORGIA

- Computer Science Major
- Machine Learning Minor
- GPA: 3.01

2018 - 2022

FORSYTH CENTRAL HIGH SCHOOL

- Computer Science Pathway
- GPA: 3.5

SKILLS / TOOLS

- | | |
|---------------|--------------------|
| • TypeScript | • ServiceNow |
| • JavaScript | • Firebase |
| • Node.js | • Git & Github |
| • TailwindCSS | • Microsoft Office |
| • HTML5 | |
| • CSS | |

PROJECTS

Personal Website

Role: Lead Fullstack Developer

Languages:

- Typescript
- TailwindCSS
- Node.js

- Express
- Nodemailer
- Multer

- HTML5
- CSS

Tools:

- Firebase
- Git & Github