

Arryn Kayn

SYSTEM ADMINISTRATOR

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Objective

Dynamic IT Specialist with extensive experience in network management, system administration, and IT support. Skilled in implementing secure, scalable network solutions and managing complex infrastructures. I am proficient in Microsoft Azure, systems integration, Intune device management, and networking, with a focus on driving efficiency and delivering seamless user experiences. Seeking to contribute to a forward-thinking organization committed to innovation, security, and business continuity.

Skills

Windows | Java | Identity Management | Cisco | Microsoft 365 | VMware | ServiceNow | Python | SolidWorks

Experience

End User Support Analyst | CFS Brands

Jan 2024 – Current

- Provided expert IT support for a large user base, managing **Microsoft 365**, **Active Directory**, and **SharePoint** to ensure seamless daily operations using **JitBit** for ticketing system.
- Executed server setups, network troubleshooting, and device provisioning while integrating Intune-managed systems to ensure secure deployments, smooth rollouts, and minimal downtime.
- Partnered with cross-functional teams to implement tailored IT solutions, train end-users, and improve system efficiency, contributing to enhanced productivity and user satisfaction across the organization.
- Provided specialized support to the engineering department, handling the installation, configuration, and troubleshooting of **SolidWorks**, **Altium**, and **SketchUp**, ensuring these critical design tools operated seamlessly for engineering projects.

System Administrator | Insight Global

Jan 2023 – Oct 2023

- Provided robust support for over 1500 healthcare users, specializing in access control and identity management with **Imprivata** and **Active Directory**, ensuring secure and efficient user authentication for Electronic Health Records (EHR) systems.
- Ensured accurate inventory of medical devices, surgery center workstations and necessary software, utilizing applications such as **Smartsheet's** and **Excel**
- Served as the primary liaison for resolving medical equipment and software issues, leveraging **ServiceNow** for ticket management to minimize disruptions to patient care and maintain high operational standards.
- Conducted in-depth analysis of user data and system logs, using **Imprivata**, **Rhapsody**, and Windows tools like **Event Viewer** to identify and resolve performance bottlenecks, improving overall system efficiency and reliability.

Information Systems Technician | Circa Resort & Casino

Aug 2022 – Dec 2022

- Utilized **ManageEngine ServiceDesk** to support end users with systems issues such as *POS System Issues, Network Connectivity, Server and Data Center Maintenance, Computer Software Problems*, among other duties.
- Conducted audits to identify vulnerabilities and implemented safeguards for gaming applications like **Oasis** and custom applications like **Bravo** as well as other sport betting software.
- Utilized data visualization tool **Power Bi** to create interactive dashboards and reports, facilitating data analysis and decision-making in the casino environment.

- Contributed to the maintenance of server clusters on **VMware**, including DNS servers, mail servers, and various system servers.

Network Field Engineer (Contract) | Field Nation

July 2021 – Aug 2022

- Delivered break-fix services for network equipment across small to medium-sized businesses, ensuring minimal downtime and prompt restoration of services.
- Specialized in troubleshooting and repairing network infrastructure, including Cisco, Juniper, UniFi, and Fortinet devices, to maintain optimal network performance.
- Installed and maintained network infrastructure including Cisco, Juniper, UniFi, Fortinet devices for small and medium size businesses.
- Conducted on-site network and security assessments, identifying issues and implementing immediate solutions to improve network and security reliability.
- Collaborated with clients to understand their specific needs and deliver tailored network solutions, enhancing their overall IT infrastructure.

Project Manager | Coin Cloud

May 2019 – June 2021

- Spearheaded project management efforts across multiple teams, utilizing tools such as **Asana**, **Jira**, and **Smartsheet** to coordinate timelines and deliverables.
- Developed executive dashboards using **Excel**, **Power Bi** and **Tableau** optimizing operations and providing clear visibility into project progress.
- Facilitated communication between leadership and participated in development and testing activities.
- Managed project documentation and kept detailed meeting notes, using Microsoft Word, Microsoft Teams, and internal databases to maintain clarity and direction.
- Conducted post-project reviews to identify areas for improvement, driving continuous process enhancements.

Network Professional | Dynamic Communications, LLC

Feb 2015 - May 2019

As the owner of Dynamic Communications, LLC, I led all aspects of the business, with a primary focus on executing large-scale projects for commercial buildings, including comprehensive camera and network upgrades. I designed and implemented robust network solutions using Cisco and Ubiquiti Arryn Kayn - page 2 switches and routers, as well as Cisco and Fortinet firewalls, ensuring optimal performance and reliability for diverse clients. Key achievements include:

- Spearheaded the deployment of Layer 1 networking and infrastructure, managing device installations and network activations that significantly boosted scalability to meet evolving business demands.
- Delivered expert technical support and training to clients, resolving complex network-related issues, and enhancing operational efficiency.
- Enhanced network availability by implementing redundancy measures, minimizing downtime, and ensuring continuous service delivery.
- Leveraged advanced monitoring tools such as SolarWinds Network Performance Monitor (NPM), Wireshark, and Cisco Network Assistant for proactive identification and resolution of potential bottlenecks, optimizing network performance across multiple projects.

Network Field Technician | Tech Net

Aug 2013 - Feb 2015

- Installed and Configured Network Equipment: Expertly set up and configured various network devices, ensuring optimal performance and connectivity.
- Troubleshoot Network Issues: Diagnosed and resolved network problems, minimizing downtime and maintaining efficient operations.
- Maintained Network Infrastructure Records: Kept detailed records of network infrastructure, supporting effective management and future upgrades.
- Conducted Site Surveys: Performed thorough site surveys to assess network needs and plan installations.

Education

Arizona State University, BS Computer Science	2027
Major: Computer Science Minor: Project Management	
Barret Honors College Dean’s List 3.8 GPA	
Coursera, Professional Certificate	2023
IBM Cybersecurity Analyst	
ISC2, Certification	2023
Certified in Cybersecurity	
CompTia, Certification	2024
Network +	