

# KYLE DUPONT

📍 PONTEVEDRA BEACH, FL, 32082 | 989-859-2192

## ◦ DETAILS ◦

Ponte Vendra Beach, FL, 32082  
989-859-2192  
[dupontke@gmail.com](mailto:dupontke@gmail.com)

## ◦ SOCIAL PROFILES ◦

Portfolio  
[kyledupont.io](http://kyledupont.io)  
  
Github  
<https://github.com/Dup0n7>  
  
LinkedIn  
<https://www.linkedin.com/in/kyle-dupont>

## ◦ SKILLS ◦



## 👤 PROFILE

A passionate developer, automator, and IT professional enjoying his continual search of "How does it work?"

## 📁 EMPLOYMENT HISTORY

### Senior Technical Support Analyst at PGA TOUR, Ponte Vendra Beach, FL

June 2013 – Present

- Filled a hybrid sysadmin/devops/project management role.
- Supervised a team of 8 and was a direct report to a team of 4.
- Implemented multiple new systems and technologies to a scalable environment.
- Maintained multiple servers supporting unique systems.
- Developed internal web pages, including our teams knowledge base utilizing HTML, CSS, and Javascript.
- Automated internal processes to reduce workload for technicians.

#### Project: Customer Service Ticketing System Migration

Project leader and developer, migrating a 20+ yr old in-house ticketing system to a modern cloud based solution. Developed a familiar Ticketing environment that meshed with PGA Tour values and practices. Customized the system to meet the specific needs of different teams while providing additional automation and functionality, reducing daily workload, and erasing pain points of the old system. Additionally, developed an AD sync tool to keep the cloud system's user database current.

### On-Site Technician II at Enterprise Integration, Jacksonville, FL

December 2012 – June 2013

### Service Desk Technician at Enterprise Integration, Jacksonville, FL

January 2012 – December 2012

### Global Helpdesk Technician at Dow Corning, Midland, MI

May 2010 – January 2012

## 📜 CERTIFICATIONS

- ITIL v3 Foundation
- Network+ Certification
- A+ Certification
- CPR/AED Certified

## 🎓 EDUCATION

### Davenport University, Michigan

2007 – 2010

Degree: BAS - Network Security

Dean's List full duration of attendance, Graduated Cum Laude.