

# KIEL HAMILTON BYRNE

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Methodical and solutions-oriented **Systems Engineer** and **IT Consultant** with a commitment to customer service, effective communication, and continuous innovation. Possesses a hands-on technical acumen, strong project management skills, and economic intelligence to quickly identify business objectives and deliver custom solutions. Leverage emotional awareness and situational adaptability to successfully convey complex technical concepts. **Core competencies:**

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| ☑ Brokering, Configuration, & Administration of IT Systems    | ☑ Excellent Interpersonal, Written, & Verbal Communication Skills     |
| ☑ Technical Training & Documentation                          | ☑ Internationalization & Localization (I18N/L10N)                     |
| ☑ Website/Software Development & Administration               | ☑ Scripting & Automation of IT Administrative Processes               |
| ☑ Plumbing & Fire Protection Systems Engineering & Consultant | ☑ Audio Production & Engineering, Voice Over Artistry, Graphic Design |

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<b>IT Systems Consultant</b>	wHY Architecture - <i>Los Angeles, CA</i>   Determined By Design / Various Clients - <i>Washington, DC</i>	<b>2013 - Present</b>
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- Configure home office for firm partners: Home:office (P2P VPN) configuration & LAN/WLAN config (+ A/V)
- Repair/reconfigure/administer antivirus, DHCP, DNS, and file sharing/storage (DFS/NAS) systems; automated backup processes.
- Automate logon processes offices and all user devices.
- Specify, procure and administer network, and end-user hardware & software for various firms within varied networking configurations (dedicated residential/commercial, co-working, government SCIF, mobile offices, etc.)

<b>Full-Stack Software Engineer</b>	CoStar Group - <i>Washington, DC</i>   GoBrands, Inc - <i>Philadelphia, PA</i>	<b>Apr 2019 - Mar 2023</b>
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- Engineer and deploy fully featured web/native websites on the MERN stack, including domain, DNS, SEO & analytics management.
- Integration engineer, technical writer, “trainer of the trainer”, and salesman; creating custom documentation and presentations to educate various business units and audiences on technical implementation and best practices.
- Utilize various CLI to create scripting, monitoring, automation, and visualization tools for data/event management.

<b>IT Services Manager</b>	Perkins&Will - <i>Washington, DC</i>	<b>Apr 2015 - Nov 2019</b>
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- Troubleshoot and resolve all tier 1-3 desktop and mobile device issues for 90+ end users.
- Administer local IT infrastructure, enterprise A/V, teleconferencing, 2D/3D reprographics & auxiliary end-user hardware systems for business continuity and resilience.
- Provide technical documentation, training, and tailored support to end-users which increases software ability and in-turn increased efficiency while delivering a superior product to business clients.

<b>IT Support Specialist</b>	HOK - <i>Manhattan, NY</i>   <i>Los Angeles, CA</i>   <i>Washington, DC</i>	<b>Mar 2012 - Apr 2015</b>
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- Administer all end-user hardware systems and software throughout their life cycles including asset management.
- Provide T1-T3 onsite and remote support for all computers and mobile devices for 100+ end users.

## SKILLS:

IT systems & networking admin (WAPs, IP Systems, DNS, Hosting, Cisco CLI, Windows Server, etc.); software design; programming (Typescript, HTML, CSS, PHP, MongoDB, SQL, Regex, REST, API design), prompt engineering (AI); version control, direct business sales, plumbing and fire protection / life safety systems design, well versed in the IPC, NYCBC/NYCPC, NFPA, IFC, NYCFC.