Kyle Johnson

IT Engineer

Personal Info

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Skills

AWS

Customer Service

Information Technology

PostgreSQL

Problem Solving

Working as a team

Cloud Computing

Linux

Python

Meraki

IT professional with 4+ years of relevant experience. Especially interested in cloud computing, problem solving and providing great support. Proven ability to meet project deadlines while adding value throughout process.

Experience

2017-12 - present

IT Support Engineer / System Administrator

Cogito (Boston, MA)

Day-to-day involves managing and administering the following services: AWS, OKTA, Office 365, JAMF, Slack, G-Suite, Fortinet, Jira Suite and LastPass

• Manage and monitor internal networking system and infrastructure.

• Manage all computers and ensure all systems are receiving the correct policies for us to stay compliant.

• Manage all A/V and increased workplace communication with new A/V system.

• Configured JAMF to create a smoother on-boarding process.

• Expanded existing network as organization grows.

2017-07 - 2017-10

Customer Support Engineer

Mimecast (Watertown, MA)

Supported customers specifically, the IT Administrators and key business contacts who implement and use Mimecast in their day to day roles.

• Assisted administrators with using the Mimecast service and ensured best practice configuration via both email and phone.

• Investigated and troubleshot issues and made recommendations to improve system performance.

• Maintained detailed case history and escalated issues appropriately.

2015-12 - 2017-07

IT Support Specialist

CloudLock (Waltham, MA)

One man team for over 200 users, I managed everything relating to IT services. Since January I have been involved splitting my time between IT and OPS/SRE tasks. Writing SQL queries to obtain customer information and resolve certain issues. I was also involved with cleaning our AWS environment and providing financial value to our finance team.

• Managed deployment and ongoing support of laptops and corporate services (printing, cloud services, VoIP, etc.)

• Managed licensing and IT asset purchasing and management, responsible for acquiring tools and technologies needed to support business growth and efficiency.

• Supported expansion as growth necessitated. Hands-on systems administration responsibilities.

2014-03 - 2015-12

IT Technician 1 & 2

U.S. Court of Appeals (Boston, MA)

Oversaw all First Circuit Court of Appeals networks. Worked with management to assist in the planning, design, maintenance and support of networks and systems to improve efficiency.

• Configured, Deployed, upgraded or replaced server, client or network components as needed.

• Monitored and optimized hardware, operating systems, and databases to improve system performance and reliability.

• Provided support and problem resolution to desktop, laptop, printer, and iPhone users.

• Assisted in configuring and deploying servers with VMware ESXi and Windows Server 2012 R2.

Education

2010   **Blue Hills Regional Vocational School**

- 3.7 GPA
- Specialized in Information Technology