

KYLE KEILSON

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Dear Ringling College of Art and Design:

I am writing to in regard to an open position for the Manager at the macOS Technology and Help Desk team. I am confident that with my skill-sets, I will be an excellent fit for this position at Ringling College of Art and Design.

My background has been in Higher Education, starting at DePaul University, located in Chicago, IL, and worked from the ground up. I began as a student employee, that quickly rose to full-time within a matter of months, while still attending as a student. From there, I helped build and design tools that were to supplement already existing tools that were no longer supported. I also participated in streamlining a Mac imaging solution and develop scripts that help facilitate managing of Mac applications by IT staff. This solution is in use today and helps deploy hundreds of Macs each month to various academic departments. I have also managed employees throughout my career as well.

Recently, I have been working at SouthTech, which is based in Sarasota, FL as a Team Lead and Systems Engineer. I have been an escalation point for our Tier 1 Help Desk to facilitate issues that need further review. From there, I can determine which path the issue needs to take, typically by a more experienced engineer or if I can provide guidance that would help resolve the issue in a timely fashion.

I have attached my resume, that highlights my academic and professional skills and I hope to hear from you soon.

Sincerely,

Kyle Keilson