

Kyle Keilson

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TECHNICAL SUMMARY

Networking: VLANs, LANs, DHCP, DNS, VPNs, OSPF, BGP

Languages: Cisco IOS, Bash, Powershell, HTML

Software: Meraki Systems Manager, ConnectWise, Solarwinds MSP Anywhere, Ubiquiti Unifi, Windows Server 2008/2012/2016, Mac Server 10.6+, DeployStudio, Asterisk PBX, PeopleSoft, LogMeIn Rescue, Jamf Pro, Munki

Operating Systems: macOS 10.6 – 10.15, Windows 7-10, Linux

EDUCATION

DePaul University, Chicago, IL

Bachelor of Science in Network Technology

November 2014

CERTIFICATIONS

HDI Support Center Analyst

March 2013

Apple Certified Mac Technician

August 2015

Apple Certified Support Professional 10.10

February 2016

Apple Certified Support Professional 10.11

February 2016

Apple Certified Technical Coordinator 10.10

February 2016

Cisco Certified Network Associate

May 2018

CompTIA Network+

August 2018

WORK EXPERIENCE

Manager, macOS Technology and Help Desk

January 2019 – Present

Ringling College of Art and Design, Sarasota, FL

- Monitor daily tickets for campus environment and ensure SLAs are met
- Manage Macintosh environment for Academic Labs
- Implement new workflows for imaging Macintosh computers
- Deploy new Macintosh hardware and ensure compatibility with existing systems
- Build packages for deploying new software for Macintosh environment
- Work as Project Manager for implementing Adobe Creative Cloud resources for Mac and Windows environments
- Build and maintain Macintosh, Windows, and Linux servers
- Procure new hardware and software for Macintosh environment
- Research and test new technologies for campus deployment
- Serve as liaison between support center and network engineers

Systems Engineer/Team Lead

March 2018 – Present

Systems Support Specialist

Feb 2017 – March 2018

SouthTech Solutions, Sarasota, FL

- Monitor daily goals and assisted team members with reaching those goals, including case resolution and troubleshooting assistance
- Serve as an escalation resource for Mac, Windows, and Network related issues
- Installed on premise equipment including BDRs, firewalls, routers, switches, access points, and servers

- Administered, installed, configured, maintained, and troubleshoot various company's routers, firewalls (specifically Sonicwall), and managed switches, including but not limited to DHCP, DNS, and NAS servers
- Work with vendors to repair, resolve, and schedule out resources for clients
- Implement new productivity tools company-wide, such as Microsoft Teams
- Resolve telephony issues relating to VoIP systems, specifically Star2Star systems
- Design and implement call center platform and provide training to clients
- Provide assistance with onboarding and offboarding processes
- Top contributor of knowledge base articles for in-house staff

Technology Support Specialist

July 2015 – January 2017

DePaul University, Chicago, IL

- Created customized OS images for deployment to internal customers to automate the deployment of applications and OS configurations, ensuring compliance with university standards
- Resolve hardware/software issues relating to Mac and Windows systems utilizing LogMeIn Rescue, Apple Remote Desktop, Microsoft SCCM, Active Directory, and DeployStudio
- Diagnose, troubleshoot, research, resolve and document Tier II hardware, software, networking, authentication, and IP telephony issues for internal and external customers
- Scripted resources for troubleshooting computers and Mac deployments
- Recruited, hired, trained, and managed employees

Technology Support Center Associate Analyst

June 2012 – July 2015

Technology Support Center Student Analyst

Jan 2012 – June 2012

DePaul University, Chicago, IL

- Developed and released an in-house network storage access application for Mac computers
- Worked on a team to develop Single Sign-On (RADIUS) solution for wireless customers
- Support mobile device connectivity to university wireless network, Exchange Server, and in-house apps, including iPhones, Android, and/or BlackBerry devices
- Create, maintain and escalate tickets via PeopleSoft CRM system to meet or exceed our service level agreements (SLA)