

Kyle Keilson

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TECHNICAL SUMMARY

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

Languages: Cisco IOS, Vyatta, HTML, Bash, Shell, Powershell, Batch

Software: Meraki Systems Manager, Ubiquiti Unifi, Windows Server 2008/2012/2016, Mac Server 10.6+, DeployStudio, Asterisk PBX, pfSense, PeopleSoft, LogMeIn Rescue

Operating Systems: macOS 10.6 – 10.13, Windows 7-10, Linux

EDUCATION

DePaul University, Chicago, IL

Bachelor of Science in Network Technology

November 2014

EDUCATION

HDI Support Center Analyst #3_81424SCAEXAM_WT

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

WORK EXPERIENCE

Systems Support Specialist

February 2017 – Present

SouthTech Solutions, Sarasota, FL

- Administered, installed, configured, maintained, and troubleshoot various company's routers, firewalls, and switches, including but not limited to DHCP, DNS, and NAS servers.
- Monitor daily goals and assisted team members with reaching those goals, including case resolution and troubleshooting assistance.
- Serve as escalation resource for Mac, Windows, and Network related issues
- Installed on premise equipment including BDRs, firewalls, routers, switches, access points, and servers.
- Implement new productivity tools, such as Microsoft Teams, across company-wide
- Work with vendors to repair, resolve, and schedule out resources for remote and on-site clients.
- Resolve telephony issues relating to VoIP systems, specifically Star2Star systems.

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
- Serve as liaison between support center and network engineers
- 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)