

Kyle Keilson



About

Experienced Network and Systems Engineer with a demonstrated history of working in the information technology and services industry. Skilled in macOS, Network Technologies, Microsoft Office 365, Bash, and strong contributor in documentation. Strong information technology professional with a Bachelor of Science (B.S.) focused in Network Engineering and and Security from DePaul University.

Contact

www.keilson.org

Sarasota, FL



Experience

Cloud Systems Engineer
Manager, macOS Technology and Help Desk
Ringling College of Art and Design, Sarasota, FL

2021-Present
2019–2021

- ☒ Maintain virtual machines and ESXi Hosts using VMware VCenter
- ☒ Managed installation, maintenance, and troubleshooting of Apple desktop and laptops
- ☒ Designed and maintained MDM environment for 500+ devices
- ☒ Managed Cisco UCS blade and Dell PowerEdge servers
- ☒ Serve as Adobe representative for college

Systems Engineer / Team Lead
SouthTech Solutions, Sarasota, FL

2017-2019

- ☒ Monitor daily goals and assisted team members with reaching those goals, including case resolution and troubleshooting assistance
- ☒ Installed on premise equipment including BDRs, firewalls, routers, switches, access points, and servers

Technology Support Specialist
Technology Support Center Associate Analyst
DePaul University, Chicago, IL

2015-2017

- ☒ Create, maintain and escalate tickets via PeopleSoft CRM system to meet or exceed our service level agreements (SLA)
- ☒ Worked on a team to develop Single Sign-On (RADIUS) solution for wireless customers
- ☒ Diagnose, troubleshoot, research, resolve and document Tier II hardware, software, networking, authentication, and IP telephony issues for internal and external customers



Education

DePaul University, Chicago, IL
Bachelor of Science in Network Technology

2009–2014

Skills/Certifications

CCNA	macOS	VLANs
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Bash	Windows	DHCP/DNS
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Cisco IOS	JAMF Pro	VMware VCenter
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