

Kiley Davidson

Experience

SR. IT SYSTEMS ENGINEER, INSTACART, APRIL 2023–FEBRUARY 2024

I was hired at Instacart to help expand the capacity of their IT Engineering team. I collaborated with the IT Security team to improve the performance of their Elastic Stack deployment, particularly its ingestion of CrowdStrike Falcon data, as well as client OSQuery and server logging data. I also migrated several teams from a legacy Identity Provider onto Okta, mitigated Wifi performance issues at several offices, and helped reduce the costs of a pay-per-certificate cloud PKI provider by deploying Okta-backed 802.11x Wifi Authentication infrastructure.

SR. IT SYSTEMS ENGINEER, ELASTIC, APRIL 2018–JANUARY 2023

Helping enable break-neck growth at a distributed-first company, my role on Elastic's IT Engineering had me supporting and managing multiple systems and services across the company. It was a highly collaborative role: I constantly worked with other teams using systems I managed (Okta, JAMF Pro, Meraki, etc), helping integrate them with other systems using vendor provided APIs, custom code using Python, shell scripting, or tools like Okta Workflows. I was also the point-person for supporting datacenter environments we inherited from acquisitions, including managing VMWare vCenter, Nimble and Synology SANs, and Cisco NX-OS switching fabric. I mentored less experienced team members, and engineered tools to meet our needs. My tenure at Elastic and proven skillset meant I was frequently called in for urgent or difficult projects, or to provide feedback to product teams from an IT perspective. I also worked to further our Diversity, Inclusion, and Belonging programs, and served on the Code of Conduct committee.

SR. DESKTOP SUPPORT ENGINEER, SENTIENT, JUNE 2017–APRIL 2018

Responsible for everything directly related to staff's computing experience. This includes everything from break/fix support and client platform engineering to managing Active Directory, G Suite, our WiFi network, VMware vCenter, and apps (hosted and external) our staff depend on. Some of my bigger projects included building our Mac deployment workflow to fully leverage DEP and JAMF Pro using custom Bash scripts, deploying NoMAD to reduce the amount of passwords our staff need to remember, scripting a Sophos Anti-Virus deployment to better secure our computing fleet, and moving and consolidating our datacenter into a new location to reduce costs.

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ASSOCIATE CONSULTANT, MANN CONSULTING JUNE 2015–JUNE 2017

Acted as a subject matter expert on JAMF Pro and Mac administration, leveraging my skills to help clients use Apple in the enterprise. I also did a significant amount of custom scripting, WiFi and Networking engineering, largely around our Meraki customer base, including integrating WiFi and Okta for a seamless and secure networking experience. Mann's Windows team regularly called on my Windows Server, Active Directory, Azure, and Office 365 experience with their projects. Client systems Admin, tableau software Oct 2014–May 2015

Helped form a new “Client Tools & Monitoring” team, focused on improving and managing Tableau’s client computing fleet as the company continued its rapid global expansion. This included growing Casper from a single Mac Mini to a global infrastructure based around custom Ubuntu Linux virtual machines and Amazon Web Services, helping pilot and deploy a MDM solution for Android, Windows Phone, and Chrome OS devices; performing a fleet-wide upgrade to Mac OS X Yosemite; and helping implement SCCM 2012 and BitLocker encryption for PCs.

DESKTOP SUPPORT TECH, TABLEAU SOFTWARE DEC 2012–OCT 2014

Provided tier-2 IT support in a fast-paced, rapidly growing company. I was also responsible for imaging and configuring computers for new hires, including setting up desks and occasionally leading the IT new hire orientation. Highlights include redesigning our Windows imaging process to follow best practices, and deploying a new full disk encryption solution for PCs, company wide. During this time, I also started working with JAMF’s Casper Suite, helping Tableau manage its rapid Mac deployment in support of the release of Tableau Desktop on Mac OS. I also assisted with a major rollout of a new public key infrastructure and security framework, using SCEP and Casper to deploy certificate-based VPN and WiFi to our Mac fleet.

DESKTOP SUPPORT TECH II, CRISTA MINISTRIES FEB 2011–DEC 2012

Worked with a small IT team support 2,000 students and staff across numerous unique divisions, ranging from education to international humanitarian aid.

Working with the King’s School (K-12) team, I lead the design and implementation of a new computer lab solution that allowed the reuse of otherwise obsolete hardware while reducing the IT support costs. I also helped lead an in-place migration to Windows 7 by implementing a new OS deployment solution, and piloted the initial deployment of iOS devices.

Other Activities

Board Member, San Francisco Radio Club, 2020-2021

Co-Founder & Board Member, San Francisco Wireless Emergency Mesh, 2019-2024

Volunteer, Region 9 Critical Information Systems, Information Technology Disaster
Resource Center, 2019-Present

Certifications & Education

Emergency Medical Technician – 2021 (NREMT 5402-8384-7552, CA Cert# E162190)

FEMA Incident Command System ICS-100/200 – 2021

FEMA National Incident Management System IS-700/800 – 2021

Certified Casper Expert — 2014 (v. 9.62)

Certified Casper Administrator — 2014 (v. 9.31)

Certified JSS Administrator— 2015 (v. 9.81)