

Kyle Cummings

(443) 834-2207 | kyle.cummings095@gmail.com | Towson, MD

Summary

IT professional with 7+ years of experience in system administration, cloud technologies (Azure, AWS, GCP), and project management. Proven ability to lead complex technical projects, manage large teams, and implement innovative solutions for academic and research environments.

Skills

- **Cloud Platforms:** Azure, AWS, GCP
- **Scripting Languages:** Python, Bash, PowerShell
- **System Administration:** Linux, Windows Server, VMWare, Docker, Ansible, Git
- **Project Management:** Procurement, CI/CD, Trello
- **Machine Learning:** TensorFlow, PyTorch, Data Science, Predictive Modeling

Experience

Towson University | Towson, MD

Computer Resources Manager | 05/2022 - Present

- Led the procurement, deployment, and administration of technical resources for 40+ faculty and 2,000+ students across multiple disciplines, ensuring the availability and scalability of instructional and research environments.
- Administered Microsoft Windows, Linux, and Virtualization technologies (VMWare, Docker, Azure, AWS) to streamline research and teaching environments for software engineering, cybersecurity, and data science courses.
- Developed automation scripts (Bash, Python, PowerShell) to optimize the deployment of virtual machines and lab hardware, reducing setup time and improving system reliability.
- Managed and trained a team of 15+ lab assistants and technical staff, implementing efficient troubleshooting procedures that resulted in a reduction in incident resolution time.
- Oversaw the evaluation and implementation of security best practices, reducing potential vulnerabilities in course and research environments.
- Provided technical support for department websites and servers, including Discord-based services, increasing student engagement and resource accessibility.

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Lab Systems Administrator | 08/2019 - 05/2022

- Oversaw administration of Microsoft Windows, Linux, and cloud-based services (Azure, AWS), ensuring high availability of lab environments for critical courses.
- Created and maintained deployment scripts for virtual labs, improving system readiness and operational efficiency across multiple departments.
- Collaborated with faculty on developing secure environments for academic research, contributing to the success of 20+ research projects in software engineering, database systems, and cybersecurity.
- Supported version control systems (Git, Docker), ensuring students and faculty had reliable access to development environments and tools for coursework.
- Documented lab environments and procedures, streamlining technical support and ensuring consistent user experiences across over 100 systems.

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Student Computer Lab Service Associate | 03/2017 - 08/2019

- Delivered technical support for 150+ users across labs and classrooms, resolving help desk tickets with a high success rate.
- Trained faculty and staff on network architecture, server administration, and operating system imaging, resulting in more efficient lab and classroom technology usage.
- Administered Microsoft tools such as Group Policy Object (GPO), Active Directory (AD), and SQL databases, enhancing system management and policy enforcement for the university's IT infrastructure.
- Developed support documentation and troubleshooting guides, reducing repetitive issues and improving overall efficiency in lab operations.

Projects

- **DARIA-LLM:** Fine-tuned a LLM to detect the use of AI generated text, AI "humanized" text, and other forms of plagiarism.
- **TechHub:** Developed and maintained a SharePoint-based knowledge management platform, resulting in a significant reduction in student support queries for software and VM usage.
- **TechHub Bot:** Developed and implemented a Python-based bot for the department's Discord server, automating FAQ responses and reducing student queries.
- **Networking/Security Lab Redesign:** Redesigned and implemented a new system architecture for the department's networking and security lab.

Education

Towson University | Towson, MD
Bachelor of Applied Science - BASc, Information Technology

Harford Community College | Bel Air, MD
Associate of Applied Science - AAS, Information Technology

Volunteering

Guest Speaker: Presented a lecture on Data Communications and Networking to 60+ students in Towson University's COSC 350 course, receiving positive feedback for enhancing practical understanding of network protocols.