Kyle Cummings

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

Skills

- **Cloud Platforms**: Azure, AWS, GCP
- **Scripting Languages**: Python, Bash, PowerShell
- **System Administration**: Linux, Windows, macOS, VMWare, Docker
- **DevOps:** CI/CD, Git, Ansible, GitHub Actions, Kubernetes
- **Project Management**: Procurement, Trello, SDLC, Data Analysis

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.

Towson University | Towson, MD
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.

Towson University | Towson, MD
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.

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