Kyle Keilson

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EXPERIENCE

Ringling College of Art and Design, Senior Systems Engineer — January 2019 — current

- Lead architect and sole administrator of enterprise Mac ecosystem serving 3,000+ devices, designing and maintaining comprehensive CI/CD pipelines using Jamf Pro, Munki, Git, and GitHub Actions for streamlined software deployment and package management
- Architect and manage complete Identity and Access Management infrastructure using Okta Workforce Identity Cloud, developing custom Okta Workflows, SSO integrations, and automated provisioning with Workday HCM for seamless student/employee onboarding
- Design and maintain enterprise telephony solutions via custom AWS Lambda functions integrated with Signalwire APIs for Okta MFA voice authentication, deployed through automated CI/CD pipelines and GitHub Actions workflows
- Own enterprise virtualization and storage infrastructure including VMware vCenter/ESXi clusters, Cisco HyperFlex hyper-converged infrastructure, Pure Storage SAN arrays, and Cisco UCS blade/Dell PowerEdge server fleets
- Lead security initiatives by managing Palo Alto firewall configurations, administering centralized Graylog logging infrastructure, and maintaining complete certificate lifecycle management (SSL/Client/Code-Sign) using InCommon/Sectigo
- Provide technical leadership and team mentorship while managing vendor relationships (Apple, Cisco, Jamf, Oracle Cloud), technology procurement, Adobe Creative Cloud administration, and critical campus systems including VMware Horizon VDI and Genetec Security Center

SouthTech Solutions, Systems Engineer/Team Lead — March 2018 — January 2019

- Provided technical leadership and mentorship to 7-member support team, establishing performance goals and escalation procedures
- Served as senior escalation resource for Mac, Windows, and network infrastructure issues across MSP client base
- Deployed on-premise infrastructure including backup/DR systems, firewalls, switches, and access points
- Administered SonicWall firewalls and managed switches, configuring DHCP, DNS, and NAS services

SouthTech Solutions, Systems Support Specialist — February 2017 — March 2018

- Implemented Microsoft Teams deployment and user adoption strategies company-wide
- Resolved complex Star2Star VoIP system issues, providing technical support and user training
- Designed and implemented call center platforms including configuration, deployment, and staff training
- Created comprehensive knowledge base documentation as top contributor for internal staff reference

DePaul University, Field Support Specialist   July 2015 — January 2017

- Developed customized macOS and Windows deployment images ensuring compliance with university security standards and application requirements
- Resolved Tier II hardware, software, networking, and IP telephony issues using enterprise tools including LogMeIn Rescue, Apple Remote Desktop, Microsoft SCCM, and Active Directory
- Created bash and Python automation scripts for system diagnostics, troubleshooting workflows, and deployment processes
- Diagnosed and documented complex technical issues across authentication systems, network infrastructure, and telephony platforms
- Recruited, trained, and provided technical mentorship to new team members while maintaining operational excellence

DePaul University, Help Desk Associate Analyst   June 2012 — July 2015

- Developed in-house network storage access application for Mac computers, improving user experience and reducing support tickets
- Collaborated on Single Sign-On (RADIUS) solution for wireless authentication, contributing to architecture design and testing
- Provided mobile device support across iOS, Android, and BlackBerry platforms for Exchange Server connectivity

DePaul University, Help Desk Student Analyst   January 2012 — June 2012

- Provided first-level technical support for university community while managing tickets via PeopleSoft CRM system to meet service level agreements

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EDUCATION   **DePaul University**   2014
                 B.S. - Network Technologies

SKILLS   **Languages:** Bash/ZSH, Python, Cisco IOS, Powershell

                 Operating Systems: macOS, Linux, Windows Server

                 Software: Okta Workforce Identity Cloud, Meraki Systems Manager, ConnectWise, Jamf Pro, Munki, Ansible, VMware vCenter/ESXi, Cisco HyperFlex, Pure Storage, Palo Alto Firewalls, Graylog, AWS, Signalwire/Asterisk, Genetec Security Center, VMware Horizon (VDI)

CERTIFICATIONS   **Okta Certified Professional**   January 2025
                 Okta

                 CompTIA Network+   August 2018
                 CompTIA

                 Cisco Certified Network Associate (CCNA)   May 2018
                 Cisco

                 Apple Certified Technical Coordinator   February 2016
                 Apple

                 Apple Certified Mac Technician   August 2015
                 Apple