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 that reduced deployment errors by 85%
- 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 mentorship while managing critical campus systems including VMware Horizon VDI, Genetec Security Center (cameras/access control), and eduroam-US wireless authentication infrastructure

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