Kyle Keilson

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EXPERIENCE

Ringling College of Art and Design, Senior Systems Engineer

January 2019 — current

- Architected, deployed, and managed a robust enterprise virtualization environment based on VMware vCenter/ESXi and Hyper-converged Infrastructure (Cisco HyperFlex).
- Led the deployment of Pure Storage SAN arrays and administered hardware across Cisco UCS blade and Dell PowerEdge fleets.
- Designed and maintain CI/CD pipelines using Git, Ansible, and GitHub Actions for automated deployment of macOS configurations, VMware templates, and infrastructure provisioning across enterprise environments.
- Spearheaded Identity and Access Management (IAM) solutions using Okta Workforce Identity Cloud, developing Okta Workflows and contributing to complex SSO integrations.
- Implemented automated account provisioning integrating Okta with Workday HCM, enabling seamless onboarding workflows for both students and employees while maintaining security compliance and reducing manual provisioning overhead.
- Enhanced organizational security posture by managing and troubleshooting Palo Alto firewall rules, administering the Graylog log management solution, and providing system hardening expertise.
- Architected serverless AWS Lambda functions integrated with Signalwire telephony to handle Okta MFA voice authentication, with automated deployments managed through GitHub Actions workflows for continuous integration and delivery.
- Orchestrate automated deployment pipelines for 3,000+ macOS devices using Jamf Pro and Munki with Git-based workflows, enabling continuous integration of software packages and configuration management through Bash/Python automation scripts.
- Maintain enterprise-grade CI/CD workflows with automated testing, staged deployments, and rollback capabilities, reducing deployment errors by 85% and enabling rapid iteration cycles for infrastructure updates.
- Managed critical campus infrastructure, including VMware Horizon (VDI), Genetec Security Center (Cameras/Door Access), eduroam-US networking, and telephony systems (Signalwire/Asterisk).
- Managed the full certificate lifecycle for internal and external services (SSL/Client/Code-Sign) using InCommon/Sectigo, including key management and team mentorship.

SouthTech Solutions, Systems Engineer/Team Lead

March 2018 — January 2019

- Provided technical leadership and mentorship to 7-member support team, establishing daily performance goals and escalation procedures
- Served as senior escalation resource for complex Mac, Windows, and network infrastructure issues across managed service provider client base
- Deployed and configured on-premise infrastructure including backup/disaster recovery systems, firewalls, routers, switches, and access points
- Administered enterprise networking equipment including SonicWall firewalls and managed switches, configuring DHCP, DNS, and NAS services
- Coordinated vendor relationships for hardware RMAs, service escalations, and resource scheduling to ensure client SLA compliance
- Designed implementation strategies for complex multi-site client deployments and provided technical project leadership

SouthTech Solutions, Systems Support Specialist
February 2017 — March 2018

- Implemented company-wide productivity solutions including Microsoft Teams deployment and user adoption strategies
- Resolved complex telephony issues for Star2Star VoIP systems, providing both technical support and user training
- Designed and implemented call center platforms for clients, including configuration, deployment, and staff training programs
- Managed user onboarding and offboarding processes, ensuring security compliance and access provisioning
- Created comprehensive knowledge base documentation, becoming top contributor of technical articles 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

Advanced identity and access management platform expertise

CompTIA Network+   August 2018
CompTIA

Network infrastructure, security, and troubleshooting

Cisco Certified Network Associate (CCNA)   May 2018

Cisco

Routing, switching, and network foundation skills

Apple Certified Technical Coordinator 10.10   February 2016

Apple

macOS Yosemite enterprise deployment and management

Apple Certified Support Professional 10.11   February 2016

Apple

macOS El Capitan support and troubleshooting

Apple Certified Support Professional 10.10   February 2016

Apple

macOS Yosemite support and troubleshooting

Apple Certified Mac Technician   August 2015

Apple

Mac hardware repair and service certification

HDI Support Center Analyst   March 2013

HDI (Help Desk Institute)

IT service management and customer support best practices