Kyle Keilson

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EXPERIENCE

Senior Systems Engineer (Enterprise Systems Engineer)

January 2019 –

Ringling College of Art and Design • https://www.ringling.edu/

- Architected, deployed, and managed a robust enterprise virtualization environment based on **VMware vCenter/ESXi** and Hyper-con 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, V templates, and infrastructure provisioning across enterprise environments.
- Spearheaded **Identity and Access Management (IAM)** solutions using **Okta Workforce Identity Cloud**, developing **Okta Workflov** contributing to complex SSO integrations.
- Implemented automated account provisioning integrating **Okta** with **Workday HCM**, enabling seamless onboarding workflows for both stude 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 mana solution, and providing system hardening expertise.
- Architected serverless **AWS Lambda** functions integrated with **Signalwire telephony** to handle **Okta MFA** voice authentication, with aut 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 con 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 l and enabling rapid iteration cycles for infrastructure updates.
- Managed critical campus infrastructure, including **VMware Horizon (VDI)**, **Genetec Security Center** (Cameras/Door Access), **eduro** 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 mana and team mentorship.

Systems Engineer/Team Lead

March 2018 – Januar

SouthTech Solutions • https://www.southtech.com

- 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** servic
- 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

Systems Support Specialist

February 2017 – Marc

SouthTech Solutions • https://www.southtech.com

- 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

Field Support Specialist

DePaul University • https://www.depaul.edu

- Developed customized **macOS** and **Windows deployment images** ensuring compliance with university security standards and application require
- Resolved **Tier II** hardware, software, networking, and **IP telephony** issues using enterprise tools including **LogMeIn Rescue**, **Apple Remote D** **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

Help Desk Associate Analyst

DePaul University • https://www.depaul.edu

- Developed in-house **network storage access application** for **Mac computers**, improving user experience and reducing support tickets
- Collaborated on a team to develop **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 and university applications
- Delivered escalation support for faculty, staff, and students while maintaining service level agreements through **PeopleSoft CRM** system

Help Desk Student Analyst

DePaul University • https://www.depaul.edu

- Managed ticket creation, maintenance, and escalation via **PeopleSoft CRM** system to meet **service level agreements**
- Provided first-level technical support for university community while developing foundational **IT support skills**

EDUCATION

B.S. in Network Technologies
DePaul University

CERTIFICATIONS

Okta Certified Professional Januar
Okta

CompTIA Network+ Augu
CompTIA

Cisco Certified Network Associate (CCNA) Ma
Cisco

Apple Certified Technical Coordinator 10.10 Februar
Apple

Apple Certified Support Professional 10.11 Februar
Apple

Apple Certified Support Professional 10.10 Februar
Apple

Apple Certified Mac Technician Augu
Apple

HDI Support Center Analyst Marc
HDI (Help Desk Institute)

PRESENTATIONS

Deploying Jamf + Munki in a Lab Environment
Penn State MacAdmins Conference

Demonstrated practical deployment strategies for Mac management solutions to 200+ IT professionals, covering integration best practices and real implementation scenarios

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 Secur Center, VMware Horizon (VDI)