

# Kyle Keilson

kylekeilson@gmail.com | Oswego, Illinois, US

<https://www.keilson.org> | <https://github.com/kkeilson> | <https://www.linkedin.com/in/kkeilson/>

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## EXPERIENCE

### Ringling College of Art and Design, Senior Systems Engineer

January 2019 — current

- o Architected, deployed, and managed a robust enterprise virtualization environment based on VMware vCenter/ESXi and Hyper-converged Infrastructure (Cisco HyperFlex).
- o Led the deployment of Pure Storage SAN arrays and administered hardware across Cisco UCS blade and Dell PowerEdge fleets.
- o 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.
- o Spearheaded Identity and Access Management (IAM) solutions using Okta Workforce Identity Cloud, developing Okta Workflows and contributing to complex SSO integrations.
- o 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.
- o Enhanced organizational security posture by managing and troubleshooting Palo Alto firewall rules, administering the Graylog log management solution, and providing system hardening expertise.
- o 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.
- o 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.
- o 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.
- o Managed critical campus infrastructure, including VMware Horizon (VDI), Genetec Security Center (Cameras/Door Access), eduroam-US networking, and telephony systems (Signalwire/Asterisk).
- o 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

- o Provided technical leadership and mentorship to 7-member support team, establishing daily performance goals and escalation procedures
- o Served as senior escalation resource for complex Mac, Windows, and network infrastructure issues across managed service provider client base
- o Deployed and configured on-premise infrastructure including backup/disaster recovery systems, firewalls, routers, switches, and access points
- o Administered enterprise networking equipment including SonicWall firewalls and managed switches, configuring DHCP, DNS, and NAS services
- o Coordinated vendor relationships for hardware RMAs, service escalations, and resource scheduling to ensure client SLA compliance
- o 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	<b>DePaul University</b> B.S. - Network Technologies	2014
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SKILLS	<b>Languages:</b> Bash/ZSH, Python, Cisco IOS, Powershell <b>Operating Systems:</b> macOS, Linux, Windows Server <b>Software:</b> 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)
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CERTIFICATIONS	<b>Okta Certified Professional</b> <i>Okta</i> Advanced identity and access management platform expertise	January 2025
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	<b>CompTIA Network+</b> <i>CompTIA</i> Network infrastructure, security, and troubleshooting	August 2018
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**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