

# Kyle Keilson

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Portfolio • GitHub • LinkedIn

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## EXPERIENCE

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### 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-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, Vagrant templates, and infrastructure provisioning across enterprise environments.
- Spearheaded **Identity and Access Management (IAM)** solutions using **Okta Workforce Identity Cloud**, developing **Okta Workflows** 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 authentication 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 and enabling rapid iteration cycles for infrastructure updates.
- Managed critical campus infrastructure, including **VMware Horizon (VDI)**, **Genetec Security Center** (Cameras/Door Access), **eduroam** 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.

### Systems Engineer/Team Lead

March 2018 – January 2019

*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 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.

### Systems Support Specialist

February 2017 – March 2018

*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

July 2015 – January 2016

*DePaul University • <https://www.depaul.edu>*

- 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.

## Help Desk Associate Analyst

June 2012 – July 2012

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

January 2012 – June 2012

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

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### B.S. in Network Technologies

DePaul University

## CERTIFICATIONS

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### Okta Certified Professional

Okta

January 2013

### CompTIA Network+

CompTIA

August 2012

### Cisco Certified Network Associate (CCNA)

Cisco

March 2012

### Apple Certified Technical Coordinator 10.10

Apple

February 2012

### Apple Certified Support Professional 10.11

Apple

February 2012

### Apple Certified Support Professional 10.10

Apple

February 2012

### Apple Certified Mac Technician

Apple

August 2011

### HDI Support Center Analyst

HDI (Help Desk Institute)

March 2011

## PRESENTATIONS

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### 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

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**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 SecuCenter, VMware Horizon (VDI)