

# Kyle Keilson

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## EXPERIENCE

### **Ringling College of Art and Design, Senior Systems Engineer** January 2019 — current

- Lead enterprise infrastructure architecture strategy, designing and implementing HyperFlex expansion and storage consolidation initiatives across VMware vCenter/ESXi clusters, Pure Storage SAN arrays, and Cisco UCS/Dell PowerEdge server fleets, improving campus computing capacity and operational efficiency
- Architect complete Identity and Access Management ecosystem using Okta Workforce Identity Cloud, developing custom workflows for username creation, attribute management, and automated provisioning with Workday HCM, while integrating SSO across campus services including Adobe, JAMF, and LDAP systems
- Design and implement comprehensive DevOps automation strategies using Ansible, CI/CD pipelines with Git/GitHub Actions, and custom AWS Lambda functions for telephony integration with Signalwire APIs, establishing new automation standards across macOS, VMware, and HyperFlex environments
- Establish and maintain enterprise security frameworks including Palo Alto firewall management, centralized Graylog logging infrastructure, complete certificate lifecycle management (SSL/Client/Code-Sign) via InCommon/Sectigo, and eduroam-US implementation for seamless inter-institutional connectivity
- Collaborate with academic departments to architect specialized computing environments for creative workflows, managing enterprise Mac ecosystem serving 3,000+ devices with Jamf Pro deployment pipelines, Adobe Creative Cloud administration, and VMware Horizon VDI cluster supporting campus operations
- Provide strategic technology leadership through vendor relationship management (Apple, Cisco, Jamf, Oracle Cloud), hardware/software procurement decisions, team mentorship across multiple technologies including Genetec Security Center, and compliance oversight ensuring SLA adherence for campus-wide service delivery
- Architect and administer critical campus infrastructure including Genetec Security Center for door access and surveillance systems, custom Asterisk telephony implementation, Active Directory services, and comprehensive monitoring solutions ensuring 24/7 operational continuity

### **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

- o Developed customized macOS and Windows deployment images ensuring compliance with university security standards and application requirements
- o Resolved Tier II hardware, software, networking, and IP telephony issues using enterprise tools including LogMeIn Rescue, Apple Remote Desktop, Microsoft SCCM, and Active Directory
- o Created bash and Python automation scripts for system diagnostics, troubleshooting workflows, and deployment processes
- o Diagnosed and documented complex technical issues across authentication systems, network infrastructure, and telephony platforms
- o Recruited, trained, and provided technical mentorship to new team members while maintaining operational excellence

**DePaul University, Help Desk Associate Analyst**

June 2012 — July 2015

- o Developed in-house network storage access application for Mac computers, improving user experience and reducing support tickets
- o Collaborated on Single Sign-On (RADIUS) solution for wireless authentication, contributing to architecture design and testing
- o Provided mobile device support across iOS, Android, and BlackBerry platforms for Exchange Server connectivity

**DePaul University, Help Desk Student Analyst**

January 2012 — June 2012

- o 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), eduroam-US
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CERTIFICATIONS	<b>Okta Certified Professional</b> <i>Okta</i>	January 2025
	<b>CompTIA Network+</b> <i>CompTIA</i>	August 2018
	<b>Cisco Certified Network Associate (CCNA)</b> <i>Cisco</i>	May 2018
	<b>Apple Certified Technical Coordinator</b> <i>Apple</i>	February 2016
	<b>Apple Certified Mac Technician</b> <i>Apple</i>	August 2015