

# Kyle Keilson

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## EXPERIENCE

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### Senior Systems Engineer (Enterprise Systems Engineer)

January 2019 – current

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, 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.

### 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 2017

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 2015

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**

2014

DePaul University

## CERTIFICATIONS

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|   |               |
|---|---------------|
| <b>Okta Certified Professional</b><br><i>Okta</i>                     | January 2025  |
| <b>CompTIA Network+</b><br><i>CompTIA</i>                             | August 2018   |
| <b>Cisco Certified Network Associate (CCNA)</b><br><i>Cisco</i>       | May 2018      |
| <b>Apple Certified Technical Coordinator 10.10</b><br><i>Apple</i>    | February 2016 |
| <b>Apple Certified Support Professional 10.11</b><br><i>Apple</i>     | February 2016 |
| <b>Apple Certified Support Professional 10.10</b><br><i>Apple</i>     | February 2016 |
| <b>Apple Certified Mac Technician</b><br><i>Apple</i>                 | August 2015   |
| <b>HDI Support Center Analyst</b><br><i>HDI (Help Desk Institute)</i> | March 2013    |

## PRESENTATIONS

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|---|------|
| <b><u><a href="#">Deploying Jamf + Munki in a Lab Environment</a></u></b>   | 2024 |
| <i>Penn State MacAdmins Conference</i>  |      |
| Demonstrated practical deployment strategies for Mac management solutions to 200+ IT professionals, covering integration best practices and real-world implementation scenarios |      |

## SKILLS

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|---------------------------|---|
| <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) |