Kyle Keilson

kylekeilson@gmail.com • Oswego, Illinois US

https://www.keilson.org • https://github.com/kkeilson • https://www.linkedin.com/in/kkeilson/

EXPERIENCE

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

B.S. in Network Technologies

2014

DePaul University

CERTIFICATIONS

Okta Certified Professional   January 2025
Okta

CompTIA Network+   August 2018
CompTIA

Cisco Certified Network Associate (CCNA)   May 2018
Cisco

Apple Certified Technical Coordinator 10.10   February 2016
Apple

Apple Certified Support Professional 10.11   February 2016
Apple

Apple Certified Support Professional 10.10   February 2016
Apple

Apple Certified Mac Technician   August 2015
Apple

HDI Support Center Analyst   March 2013
HDI (Help Desk Institute)

PRESENTATIONS

Deploying Jamf + Munki in a Lab Environment   2024
Penn State MacAdmins Conference
Demonstrated practical deployment strategies for Mac management solutions to 200+ IT professionals, covering integration best practices and real-world 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 Security Center, VMware Horizon (VDI)