Kyle LeBlanc

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Profile

To obtain a position that focuses on cloud-forward infrastructure management of macOS devices at an enterprise scale, to help create efficient workflows, and increase automation.

Experience

Senior Mac Systems Engineer, Liberty Mutual; Portsmouth, NH - 2019 - Present
• Manage a large scale international macOS deployment of ~2,800 devices.
• Create automation workflows for new and existing processes via bash/python and Jamf APIs with source code managed in Git.
• Grow the macOS platform to a mature offering so that is has feature parity with the Windows platform for device choice, alongside implementing a zero-touch deployment strategy.
• Collaborate with other distributed teams to roll-out new software to the macOS fleet including beta test periods, feedback cycles, and planned incremental deployments.
• Migrated all devices off of an on-prem Jamf environment to a Jamf SaaS environment.
• Co-Host monthly macOS office hours to engage with stakeholders and knowledge share/obtain feedback.
• Complete all work in an agile (Scrumban) workflow.
• Work with Help Desk and Tier II engineers for mentoring and knowledge sharing, reviewing support documentation, and documenting tribal knowledge.

Lead IT Engineer, Patient Ping; Boston, MA - 2018-2019
• Managed the full IT Infrastructure stack in a startup environment including endpoints, networking, A/V, and VOIP, as well as being the sole Google Workspace Administrator.
• Re-Established the macOS MDM management with a newly created AWS based Jamf infrastructure and onboarded an AirWatch deployment for Windows device management.
• Managed vender relationships and evaluated new technology for evolving infrastructure and client needs.

Global Mac System Architect, Wayfair; Boston, MA - 2016-2018
• Managed the Jamf architecture and global infrastructure including distribution points for ~1,200 devices.
• Provide root-cause analysis for recurring issues on the Mac platform.
• Create bash/python/Apple scripts to increase automation for software updates and general client-side management.
• Implemented a regular patch cycle and security patch process. Performed OS and Application level patch management based on distributed global time zones.
• Packaged volume-licensed applications for deployment and repackage non-PKG installers.
• Hardened the macOS base deployment to comply with security standards and SOX compliance.
• Provided third tier support and training for employees for all Mac related concerns, including technologies such as Active Directory, DNS, DHCP, etc.

Desktop Engineer II, Hill Holliday; Boston, MA - 2014-2016
• Built in-house web application for inventory management of loaned equipment using HTML5, CSS3, PHP, and JavaScript.
• Provided Tier II support for all end users, including executive support, for issues on both the Windows and macOS platforms.
• Managed the enrollment and deployment for all macOS and iOS mobile devices.

Education

Wentworth Institute of Technology; Boston, MA - Bachelors of Science in Computer Networking - 2014

Certifications

Introduction to Datadog, Datadog; 2021	Managing Cloud Resources, Google; 2021	Casper Certified Technician, Jamf; 2015
Google Cloud Essentials, Google; 2021	Cert for Fundamentals, Sumo Logic; 2019	Apple Certified Mac Technician, Apple; 2015
Foundational Tasks in GCP, Google; 2021	Casper Certified Administrator, Jamf; 2016	