

McKinley Kiser

mkiser96@gmail.com | Baltimore, MD

Certifications

PenTest+, SSCP, Security+, Network+, Project+, LPI Linux Essentials, ITIL 4 Foundations, A+, CySA+ (Oct. 1st)

Education

Bachelor of Science, Cybersecurity and Data Assurance – Western Governors University

2024

Experience

IT Support Technician, Luminis Health – Annapolis, MD

2019 – 2024

- Spearheaded the optimization of the onboarding process by developing a comprehensive new-employee website, consolidating organizational resources and instructions, resulting in a 50% reduction in support tickets
- Resolved an average of 50+ daily support tickets, demonstrating expert troubleshooting skills and a commitment to delivering swift and effective solutions
- Delivered exceptional IT support to a user base of over 10,000 individuals, enhancing operational efficiency and elevating user satisfaction
- Streamlined employee workflows and processes during a complex multi-organization merger of two major hospital systems, ensuring continuity and minimizing disruption

Miss Utility Database Administrator, Comcast – Baltimore, MD

2017 – 2019

- Exclusively managed the GeoJSON mapping database spanning Maryland, Delaware, and DC, overseeing critical geographical data administration
- Weekly contribution of numerous meticulous data edits and submissions, demonstrating unwavering attention to detail and data accuracy
- Orchestrated seamless communication with over 50 district supervisors across three states, fostering collaborative exchanges to facilitate efficient data coordination and updates

Skills

Networking, Information Security, Linux, Kali Linux, Penetration Testing, Windows, macOS, Wireshark, nmap, nikto, Python, Powershell, Citrix, Jira, Active Directory, Azure,

Projects

Personal Website – mackiser.github.io

- Small static blog using Jekyll for writeups involving penetration testing and scripting

Volunteer Work

Adaptive Lacrosse – Davidsonville, MD

- Weekly volunteer coach for children and adults with physical and developmental disabilities

Camp Nabi by Hospice of the Chesapeake – Crownsville, MD

- Volunteered at a 3-day overnight camp that helps children deal with the recent loss of a loved one