

Kyle Rose

System Administrator

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EXPERIENCE

System Administrator

Phylos Bioscience

April 2019 - Present

- Solo Administrator managing 110 users between Parent and Child Companies
- Admin in Slack, Google Admin, Pipe Drive, JIRA, AWS, Domains(NameCheap)
- Admin for Ubiquiti Network
- Troubleshooting Windows/Macs
- Wrote and implemented several IT Policies (Data Retention, Travel, MDM, Company Equipment)
- Manage and kept to a strict budget
- Rolled out a help desk system for HR, Finance, Facilities, and IT
- Rolled out a Password Manager company wide
- Assists in On-boarding/Off-boarding
- Established business accounts with outside vendors
- Pushed out internal apps to users
- Conducted Risk Assessments and presented it to leadership
- Created internal KB Wiki

HomeKit QA Engineer

Apple Inc.

April 2016 - October 2016

- Created testing tools, plans, and cases for HomeKit Accessories
- Created an Inventory Database for all Accessories
- Consulted with several large companies through the development process to help them pass Apples QA Process

Genius

Apple Inc.

April 2012 - April 2019

- Trained Technicians on the latest repair strategies on Apple Products
- Provided excellent customer services with customers Apple products
- Consult with small to medium size businesses to fulfill their IT needs

EDUCATION

Northern Arizona University

Bachelor of Science in Information and

Technology 2020

RELEVANT COURSES

CIT 127 (Computer Info Tech I)

CIT 137 (Computer Info Tech II)

CIT 213 (Intro to Web Programming)

CIT 222 (Business Systems Software Development)

CIT 250 (Design & Analysis/Data Structures)

CIT 321 (Fundamental Hardware and Operating Systems)

CIT 361 (Fundamentals of IT and Product Management)

BBA 460 (Current Topics in IT)

BBA 370 (Admin IT Security & Assurance)

BBA 305W (Business Communications)

SKILLS & AWARDS

- Apple Certified Mac Technician
- Eagle Scout
- Mobile Certified of iOS Devices
- Boys State Representative
- Technical Writing
- Web Coding Certificate