

Kyle Mitchell

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EXPERIENCE

American Well | Boston, MA

10/2019 - Present

Systems Engineer

- Support production systems hosted on platforms such as ESXi, AWS, Docker, and Kubernetes.
- Evaluate new products, tools, and infrastructure platforms.
- Help to ensure compliance with security and data handling policies to meet PCI, HIPAA, and other standards.
- Create and maintain technical documentation.
- Collaborate with multiple teams to ensure the availability and security of production environments.

Akamai Technologies | Cambridge, MA

09/2017 - 10/2019

Senior Platform Operations Technician

- Manage and maintain a network of over 233,000 Linux servers deployed worldwide.
- Diagnose issues identified by server monitoring tools and determine actions required to resolve these issues.
- Work with various third parties (Engineers, System Architects, Infrastructure Vendors, Customers, and Developers) to achieve resolution on service-affecting issues.
- Clearly and effectively document information in the Trouble Ticket system for communication to coworkers, other departments, and service providers.

AIR Worldwide | Boston, MA

05/2016 - 05/2017

Technical Support Analyst

- Support installation and operation of AIR's keystone software.
- Team with customers and coworkers to troubleshoot problems and get server environments to production quality.
- Testing and installation of the software's various cloud components.
- Develop various in-house web and software applications to streamline software building and development.

Wentworth Dept. of Learning Innovation & Technology | Boston, MA

09/2014 - 09/2017

Instructional Technology Assistant

- Integrate universal design (aim to make the product more usable to the widest range of abilities and handicaps) into many aspects of class curriculums so they are accessible to all 3,500 students.
- Test, demonstrate, and explain new software to faculty.
- Communicate with faculty to understand and update functionality of available services.
- Customize website graphic designs and videos for a cleaner department image.

Industrial Communications | Marshfield, MA

08/2013 - 09/2015

IT Assistant

- Collaborated with coworker to maintain the company's servers (hardware, software, SANs, and migration planning) and networking infrastructure.
- Worked with virtual machines, Linux, graphic design, and Active Directory.
- Distributed and serviced the computers and cellphones of 50 employees to streamline their workflow and keep them on task.

EDUCATION

Wentworth Institute of Technology | Boston, MA

09/2014 - 08/2018

Bachelors in **Computer Information Systems**, Minor in **Computer Networking**

SKILLS

Linux/Unix-Based System Administration, Microsoft Windows Desktop and Server Administration, Apple OS, Server and Virtual Machine Management, Docker/Kubernetes, Network Administration, Scripting Languages (Bash, Python), Golang, Web Development (HTML/CSS/JS), Project Management