

# Kyle McAuliffe

June 21<sup>st</sup> 02010

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## OBJECTIVE

Seeking a challenging position in the area of information technology that will permit me to use my personal experience and creative thinking to expand my professional knowledge and skill.

## QUALIFICATIONS

Experience providing helpdesk support and configuring, implementing, problem solving, and supporting multi-industry voice/data systems.

## PROFESSIONAL EXPERIENCE

### Associate / Infrastructure Engineer | Fusion Systems Japan

*Azabudai, Tokyo Japan*

January 02009 – Present

- Enterprise Infrastructure Services (EIS) Support providing onsite and remote technical support focusing on desktop, server, network and VoIP related support.
- Led EIS team in the site survey of a large Fast Moving Consumer Goods (FMCG) company. This included surveying, documenting and inventorying all network equipment and servers located in the 30 floor office in Kobe.
- A key member responsible for the development, integration, and implementation of tools used in the support and maintenance of Office in a Box (OIB). Recent responsibilities for the development of scripts used to automatically incorporate Asterisk (an open source IP telephony software) as an optional add-on. Also worked as a key member in the creation, troubleshooting, and support of a localized Japanese version of the management web interface.
- Providing Linux focused administration and support for internal projects and SMB (small to medium business) clients.
- Installing and troubleshooting basic infrastructure equipment such as a switches, patch panels, cabling, and IP telephony.

### Integration Trainee (Internship) | INCAT

*Novi, MI USA*

September 02007 – December 02007

- Knowledge of server hardware and installation

- Experience with UNIX (Solaris), SuSE Linux Enterprise Server, and bash shell scripting
- Populating databases

### **Houseman / Unofficial IT | Birmingham Country Club**

**Birmingham, MI USA**

June 02003 – December 02009

- Ability to perform multiple roles in a team environment
- Leadership (supervised four employees)
- Communication skills
- Decision making related to technology purchases

### **TECHNICAL EXPERTISE**

#### **Platforms**

- Microsoft Windows XP / 7 (13 years)
- Linux(SuSE, CentOS, Ubuntu) (4 years)
- VMware ESX (2 years)

#### **Networking**

- Asterisk PBX (2 years)
- Polycom and Linksys phones (2 years)

#### **Hardware**

- Enterprise grade Server and Client Hardware (3 years)

#### **Languages**

- Bash (4 years)

#### **Expert Skills**

- Asterisk PBX (2 Years)
- Helpdesk Support (3 Years)

### **CERTIFICATIONS**

Virtual Iron Partner Technical Training	03/02009
Norton ACE	10/02009

### **EDUCATION**

#### **University of Phoenix**

**Southfield, MI USA**

June 13<sup>th</sup>, 02008

Bachelors of Science – Information Technology

GPA – 3.53

References and transcripts are available on request.