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|  | Kyle McAuliffe |
| June 21st 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 13th, 02008  Bachelors of Science – Information Technology  GPA – 3.53 |