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|  | Kyle McAuliffe |
| June 21st 02010 |  |
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|  | ObjectiveSeeking 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.QualificationsExperience providing helpdesk support and configuring, implementing, problem solving, and supporting multi-industry voice/data systems.Professional experienceAssociate / Infrastructure Engineer | Fusion Systems JapanAzabudai, Tokyo JapanJanuary 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) | INCATNovi, MI USASeptember 02007 – December 02007- Knowledge of server hardware and installation - Experience with UNIX (Solaris), SuSE Linux Enterprise Server, and bash shell scripting- Populating databasesHouseman / 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 purchasesTechnical 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)

CertificationsVirtual Iron Partner Technical Training 03/02009Norton ACE 10/02009EducationUniversity of PhoenixSouthfield, MI USAJune 13th, 02008Bachelors of Science – Information TechnologyGPA – 3.53  |