

# Kyle Mitchell

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## EDUCATION

**Wentworth Institute of Technology** | Boston, MA

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

GPA: 3.35

Related Courses: Computer Science I & II, Database Management, Information Systems Project Management, Strategic Management, Systems Analysis and Business Applications, Management Communications, Managing and Leading Organizations, Industrial Organization Psychology, Network Administration, Routing and Switching, Wireless Networks, Web App Development

Expected Aug 2018

## SKILLS

Proficient: Linux/Unix Based Systems, Microsoft Windows XP-10 and Server, Apple OS, Server Management, Network Administration, Team Communication and Leadership, HTML/CSS

Experienced: Database Management, Scripting (Bash, Python), Virtual Machines, Project Management

Learning: JavaScript and Backend Web Development

## EXPERIENCE

**Akamai Technologies** | Boston, MA

Sept 2017 - Present

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

May 2016 - May 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 Department of Learning Innovation & Technology** | Boston, MA

Sept 2014 - Sept 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

Aug 2013 - Sept 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.

## AWARDS

Boy Scouts of America Eagle Scout, Varsity Swim Team Captain/Regional Champions, Dean's List, Red Cross Certification in Lifeguarding, CPR, and AED

## INTERESTS

Server Management (esp. Linux Based), Swimming, Biking, Gaming, Music, Technology, Desktop and Mobile Operating Systems, Software, Computer Maintenance and Repair (Software and Hardware)