Kyle Kowalski

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Languages, Technologies, & Libraries

PowerShell, JavaScript, Node.js, C#.net, Bootstrap, CSS3, Express, HTML5, jQuery, Microsoft SQL, MySQL, MongoDB, React.js

Skills

Active Directory (LDAP), Azure AD, Citrix XenApp, Connect:Direct (NDM) w/Secure+, F5 Load Balancer, IIS, MS Exchange 2003 & 2010, MS Server 2003 thru 2016, MS SQL 2005/2008/2012, Office365 Administration, Sterling File Gateway (SFG), Sterling Integrator (SI), Sterling Secure Proxy (SSP), SFTP/FTPS/FTP, SolarWinds Network Monitor, RSA, T-SQL / Stored Procedures, Virtual Private Network (VPN), VMware (ESX 4 thru ESXi 6.7)

Professional Experience

Marketo, an Adobe company (Denver, CO)   April 2018 – Present
Senior Systems Administrator

Responsibilities include:

- Automation of tasks and responsibilities to the highest degree available; this typically involves the use of PowerShell and the associated MS provided libraries (O365 / Azure AD)
- Supporting, training, and growing the technical aspects of the help desk team (Tier 1&2 support team)
- Tier 3 support for a medium sized environment (~1800 clients / ~30 servers, a mix of virtual & physical / O365 / Azure AD)
- Regular communication with the security team including providing 'as needed' information to resolve any potential incidents
- Support for the organization on-call and after-hours project implementation

Successfully completed:

- The implementation of the CyberArk Enterprise Password Management system into the environment – this allowed encapsulation of Help Desk staff to a strict tool set with recorded sessions and a system-managed password
- The transition of major portions of the Marketo operational infrastructure to Adobe ownership

CaliCo Solutions LLC (Littleton, CO)   October 2016 – May 2017
Software Developer

Responsibilities include:

- Design, code, test, and implement new features into an existing web and cross-platform mobile environment
- Troubleshoot issues brought forward by users pursuing remediation when appropriate
- Assessed the feasibility of the current DR process; designed and implemented a more appropriate plan. This insured the backup and restoration plan were available and acceptable
- Support in the form of after-hours contacts and production upgrade deployments across the entire infrastructure

The Golden 1 Credit Union (Sacramento, CA)
Senior Systems Administrator   May 2011 – August 2015

Responsibilities include:

- Gathering requirements, design, implement, test, and upgrade systems to support all business needs
- Tier 3 support for a medium sized environment (~1500 clients / ~350 servers, a mix of virtual & physical)
- Onboarding of new staff members including training, skill assessment, and delegating workload
- Daily monitoring and maintenance of an environment using PowerShell, VMware, Active Directory, Sterling File Gateway, Exchange 2010, Citrix XenApp, SolarWinds, and other tools
- Automation of every possible monitoring system to work towards 100% uptime and enhance my teams troubleshooting to further reduce downtime (i.e. customized errors specific to the problem at hand)
- Support for the organization on-call and after-hours project implementation

Successfully completed:

- The transition of multiple vendors to a Sterling File Gateway implementation – including negotiation with each vendor to manage the change and to oversee appropriate firewall changes
- Multiple iterations of the design, implementation, test, & upgrade phases for core banking software systems; systems used by the entire branch staff and most back-office staff in day-to-day operations
- Assisting with the design, implementation, testing, and upgrades of a web-based lending service across the DMZ while addressing security concerns given the sensitive nature of the data being presented by external clients

Luca Technologies, Inc. (Golden, CO)
IT Manager / Systems Administrator   July 2005 – December 2010
Responsibilities include:
- Gather requirements, design, implement, test, and upgrade systems to support all business needs
- Creating & implement the IT department budget, including hardware and software for the entire company
- Negotiating contracts and procurement of all budgeted items
- Communicating with all employees to insure everyone understands their systems and operational capabilities
- Acting as a point of contact for the IT systems department and IT systems support staff

Successfully completed:
- The transition to MS Exchange 2010 using a multi-server VMware environment on an iSCSI SAN
- The design and implementation of a backup system insuring the data security in the event of disaster

Education

University of Denver Coding Bootcamp, Denver, Colorado   July 2017 – Jan 2018
- Six-month full-stack developer training covering front and back end development and project management skills. Time spent creating a portfolio to showcase skills and practice collaboration on larger projects. My focus was on leading projects with a technical focus on the back-end aspects; granted this included some work on the front end
- Emphasis: JavaScript, Node.js, Express.js, React.js, MySQL, MongoDB and associated technologies
- Portfolio on GitHub, username: KyleKowalski (See: github.com/KyleKowalski)

University of Denver, Denver, Colorado   Completed: 2006
- **Masters of Science:** Information Technology, GPA: 3.96
- Emphasis: Data Warehousing & Business Intelligence; Senior Group Project: Created an e-business
- Beta Gamma Sigma National Honor Society

Metropolitan State College of Denver, Denver, Colorado   Completed: 2005
- **Bachelors of Science:** Computer Information Systems, GPA: 3.87 Magna-Cum Laude
- MSCD-CIS Outstanding Student Award, Golden Key National Honor Society, Sigma Beta Delta National Honor Society