KYLE M. HAAS

13301 Peach Tree Lane * Prospect, Kentucky 40059 * (502) 432-5825 * kylemhaas@outlook.com

CONSULTING SYSTEMS ENGINEER

- Mastery of Windows, Windows Server and Android Operating Systems, including legacy Operating Systems.
- Office365 Administration and Security Subject Matter Expert for Consulting Firm of nearly 100 employees.
- Most familiar with Fortigate firewalls, Dell PC/Servers, and Ruckus Access Points.
- Excellent troubleshooting and problem-solving skills across entire spectrum of IT infrastructure.
- Works with clients honestly to help them make the best decisions for their businesses.
- Actively supporting and maintaining thousands of users and hundreds of servers across many companies.

RELEVANT EXPERIENCE

Mirazon, Louisville, KY

Consulting Systems Engineer and Office 365 Subject Matter Expert, Jun 2019 – Present
- Works directly with IT Professionals to upgrade aging infrastructure and implement best practices.
- Supports companies of all sizes with everything from virtualization to installing new printers.
- Regularly implements and troubleshoots Office365, Veeam Backup, Datto Backup, and Fortigate Firewalls.
- Maintains extremely high client satisfaction as a primary engineer.
- Works with companies to increase Microsoft Security Score and implement email filtering, MFA, O365 Backup, etc.
- Successfully led efforts to restore and harden whole environments after clients fell victim to cyber-attacks.
- Serves as a mentor to entry-level engineers and regularly assists helpdesk team directly.
- Has worked alongside senior management to interview candidates for our consulting team.

Mirazon, Louisville, KY

Managed Services Engineer, Nov 2017 – Jun 2019
- Performs regular maintenance on client servers and workstations, as well as internal workstations; uses Connectwise ticketing system to track issues and client correspondence.
- Regularly working within several client environments as a Total IT engineer--managing users, software, files and permissions, printers, product licensing, sync to Office 365, etc.
- Created and maintains Microsoft Deployment System and custom Windows images for internal use; streamlined our deployment process and reduced PC-setup time to under an hour.
- Regularly educates and shares knowledge with clients and other Mirazon employees.
- Quickly learns and adapts to specific client issues and needs, often involving never-before-seen software.
- Contributed to company events and actively researched for blog post material.

BeckPC, Louisville, KY

On-Call IT Administrator and Computer Technician, Oct 2015 – Oct 2017
- Performed regular maintenance on countless systems of companies and homes around Louisville.
- Regularly solved common issues remotely and on-site for small and large clients.
- Managed servers, Active Directory, networking equipment and networked devices such as printers, NAS, etc.
- Personally solved issues relating to Metro Public Safety (MPS) application rollout for Police, Fire, EMS.
- Able to adapt, research, and solve complex and one-of-a-kind issues as they appeared.
- Communicated effectively with clients at all levels, and on a level that is easy to understand for all.

Custom Computers and Repair by Kyle, Prospect, KY

Self-Employed Computer Technician, Aug 2008 – Oct 2017
- Highly experienced in diagnosing and repairing software and hardware issues.
- Regularly provided tech advice online and provided remote support.
- Maintained systems for many residential and SOHO customers.
- Routinely recommended affordable and effective upgrades for contacts all over Louisville.
- Hand-built and tested hundreds of PCs, and completed many total laptop-reconstructions.

KYLE M. HAAS

13301 Peach Tree Lane * Prospect, Kentucky 40059 * (502) 432-5825 * kylemhaas@outlook.com

SPECIFIC PROJECT EXPERIENCE

- Recovered and hardened clients successfully from threat of ransomware and other cyber-attacks. Was able to restore data and server services within reasonable time frame to prevent loss of business.
- Physically migrated multiple clients to new office buildings—moved all PCs and server infrastructure.
- Sold, configured, and installed many servers, network/security hardware, PCs, access points, etc.
- Migrated multiple organizations' email and cloud file storage from G-Suite or GoDaddy 365 to Microsoft 365.
- Assisted Mirazon Managed Services team with on-boarding of new clients and implementation of best practices.
- Performed various audits of both cloud and on-premises organizations to identify vulnerabilities and mitigate.

EDUCATION

- Certificate in IT Administration & Security, Sullivan University, Graduated Spring 2018. GPA of 4.00.
- Previously CompTIA A+ and Net+ Certified
- Graduated Code Louisville Front End Development, Class of July 2015
- B.A. in Biology and Minor in German with Honors, Bellarmine University, May 2014. GPA of 3.31.
- Graduated from Saint Xavier High School with Honors, May 2010. Weighted GPA of 4.47.
- Semi-fluent in German—can still easily read and translate German text.
- Studied abroad in Germany in 2009, and studied marine biology in Bahamas in 2013.

AWARDS

- Multiple-time recipient of High Five Award at Mirazon—a quarterly award for honoring Mirazon core values.
- The Robert W. Korn Award for Biology Research, Bellarmine University, 2014.
- Honors Program Certificate of Merit for Thesis, Bellarmine University, 2014.
- Mon Signor Horrigan Scholarship to Bellarmine University, 2010.
- AP Scholar with Distinction (Completed 7 AP Courses in H.S.), College Board, 2010.
- Senator Jeff Green Scholar Award, State of Kentucky, 2010