

# Kyle Serшон

Sersky214@gmail.com ❖ (757) 604-5569 ❖ Williamsburg, VA ❖

## SUMMARY

---

Results-driven Senior Helpdesk Administrator with over 7 years of experience providing technical support, system administration, and cybersecurity solutions in a hybrid cloud environment. Skilled in managing and troubleshooting Office 365, Azure, Active Directory, Windows Server, and Intune environments, focusing on end-user satisfaction and operational efficiency. Proven track record of automating device provisioning, migrating data to cloud platforms, and streamlining IT processes to improve productivity and reduce costs. Experienced in incident response, cybersecurity threat analysis, and managing third-party applications. Currently pursuing a B.S. in Cybersecurity with a strong academic performance (3.94 GPA). Dedicated to enhancing IT support operations and implementing robust security measures for organizations.

## WORK EXPERIENCE

---

### IPC International

Feb. 2019 – Present

*Infrastructure and Security Administrator (February 2019 – Present)*  
*Bannockburn, Illinois (Remote)*

- Troubleshooting and administration of Office 365 hybrid cloud environment in Entra ID, Azure, AD Connect, MFA configuration, and on-prem servers.
- Administration, troubleshooting, and customization of Office 365 applications, including SharePoint, OneDrive, Word, Excel, Outlook/Exchange, and Teams.
- Intune Administration involves Windows Autopilot configuration, configuration policies, company portal, application management, and Automation of end-user device provisioning.
- Active Directory Administration and support, including Account Provisioning, Group Policy, Permissions
- Windows Server 2019 and 2022 administration.
- Exchange/Office 365 maintenance, administration, and support (Account provisioning, migration to 365, distribution groups, shared mailboxes.)
- Management of local file storage, including access control and synchronization to the cloud
- Maintain and configure backups of local servers and cloud resources.
- Advanced End-user helpdesk support and administration tasks with exceptional end-user satisfaction. (Windows 10/11, Mac)
- Hardware maintenance/support, including laptops, desktops, network printers, conference rooms (Projectors, Zoom Room Peripherals.), physical networks, and server rooms.
- Administration of 3<sup>rd</sup> party applications (Zoom, FortiClient, Barracuda, CrowdStrike, Sophos, TeamViewer, 1Password, HTTP Commander)
- Intermediate network troubleshooting and maintenance with on-site equipment installation and configuration.
- Create and deploy Security Awareness Training for all users per insurance policy.
- Cybersecurity Threat analysis, incident response, and mitigation.
- Cybersecurity platform administration, including Sophos, CrowdStrike, and Barracuda.

### Accomplishments

- Automated end-user device deployment, provisioning, and management before the pandemic to accommodate the modern remote workforce via Intune, Windows Autopilot, and MDM without interrupting organization productivity.
- Successfully migrated local data to OneDrive and SharePoint, balancing information security, accommodating the need for high availability, and creating a cost saving of \$5,000 annually.
- Created a central database for documentation to reduce the need for IT support, allowing end-user

independence from the helpdesk and reducing IT workload.

- Increased security awareness and focus of the organization to mitigate potential risks of a security incident.

### **Highland Ventures**

**March 2018 – February 2019**

*Level 1 Helpdesk Support*

*Glennview, Illinois*

- In-house phone call\ticket-based retail and restaurant support, including in-store networks and point-of-sale systems.
- Office environment IT Helpdesk support.

### **EDUCATION**

---

#### **Old Dominion University**

**Senior Year (Projected Graduation Spring 2026)**

*B.S. in Cybersecurity*

*Norfolk, VA*

- 3.94 GPA

#### **Oakton Community College**

**Fall 2018**

*A.A.S. in Information Systems*

*Des Plaines, Illinois*