KYLE LEBLANC

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EXPERIENCE

SENIOR INFRASTRUCTURE ENGINEER, LIBERTY MUTUAL; PORTSMOUTH, NH - 2019 - PRESENT
- Build and maintain production-ready Python applications (Web & CLI) for internal teams to support with data collection, reporting, and auditing deployed with CI/CD pipelines using Bamboo, GitHub, AWS; Deploy cloud hosted IaC via CloufFormation; Developed in an Agile framework.
- Create AWS Lambda serverless functions to reduce downtime of macOS devices connecting to Jamf.
- Manage a large scale international macOS deployment of ~3,500 devices.
- Create automation workflows for new and existing processes via Bash/Python with Jamf APIs.
- Grow the macOS platform to a mature offering so that is has feature parity with the Windows platform for device choice, alongside implementing a zero-touch deployment strategy.
- Collaborate with other distributed teams to roll-out new software to the macOS fleet including beta test periods, feedback cycles, and planned incremental deployments.

LEAD IT ENGINEER, PATIENT PING; BOSTON, MA - 2018-2019
- Managed the full IT Infrastructure stack in a startup environment including endpoints, networking, and A/V, as well as being the Google Workspace Administrator.
- Created AWS VPC for self-hosted Jamf infrastructure to establish the macOS MDM management framework deployed via Terraform and Ansible playbooks and onboarded an AirWatch deployment for Windows device management.
- Managed vendor relationships and evaluated new technology for evolving infrastructure and client needs.

GLOBAL MAC SYSTEMS ENGINEER, WAYFAIR; BOSTON, MA - 2016-2018
- Managed the Jamf architecture and global infrastructure including distribution points for ~1,200 devices.
- Created Bash scripts and Python CLI apps to increase automation for software updates and general client-side management.
- Implemented a regular patch cycle and security patch process. Performed OS and Application level patch management based on distributed global time zones.
- Packaged volume-licensed applications for deployment and repackage non-PKG installers.
- Hardened the macOS base deployment to comply with security standards and SOX compliance.
- Provide root-cause analysis for recurring issues on the Mac platform.
- Provided third tier support and training for employees for all Mac related concerns, including technologies such as Active Directory, DNS, DHCP, etc.

DESKTOP ENGINEER II, HILL HOLLIDAY; BOSTON, MA - 2014-2016
- Built in-house web application for inventory management of loaned equipment using HTML5, CSS3, PHP, and JavaScript.
- Provided Tier II support for all end users, including executive support, for issues on both the Windows and macOS platforms.
- Managed the enrollment and deployment for all macOS and iOS mobile devices.

EDUCATION

WENTWORTH INSTITUTE OF TECHNOLOGY; BOSTON, MA - BACHELORS OF SCIENCE IN COMPUTER NETWORKING

CERTS

GOOGLE
Google Cloud Essentials; 2021
Managing Cloud Resources; 2021
Foundational Tasks in GCP; 2021

DATADOG
Introduction to Datadog; 2021

SUMO LOGIC
Sumo Logic Fundamental; 2019

JAMF
CCT; 2015
CCA; 2016

APPLE
Apple Certified Mac Technician; 2015