

Kyle Harvey

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Technical Skills

- Over twelve years of professional technology support in legal, healthcare and higher education industries.
- Knowledge of virtual technologies including vSphere and AWS, as well as domain structures, vlans, web servers, and e-discovery software.
- Experienced with encryption, VPNs, intrusion prevention, various security frameworks, vendor compliance policies, and identity access management processes.
- Knowledge of modern electronics and circuits including radio, power, computing, and software.

Professional Experience

CHANGE HEALTHCARE, Nashville, TN (contract)

January 2019

Lead Migration Support Specialist

- Performed enterprise systems migration for healthcare IT merger.
- Deployed devices using automated imaging processes and industry best practices.
- Lead a team tasked with migrating the entire remote workforce.

DELOITTE, Nashville, TN (contract)

October 2018-November 2018

InfoSec Governance, Risk, Compliance Analyst

- Developed security policies, standards, and procedures for data access, transport, and storage in using ITGC, PCI, and SOC standards.
- Identified tasks necessary to remediate risks and vulnerabilities, including operational, regulatory, and industry standards using benchmarks such as NESSUS and MSBA.

BONE MCALLESTER NORTON, PLLC, Nashville, TN

August 2015-October 2018

Help Desk Technician/Trainer

- Responsible for delivery, review and ongoing maintenance of technical documentation and procedures of systems and software for BC/DR, change management, and due diligence.
- Assess risk and implement countermeasures to secure more than 250 endpoints, including mobile devices, printers, and other hardware based on CIS benchmarks.
- Applied security controls including group policies, secure facilities, and removable storage malware prevention.
- Perform continuous security awareness training and developed evaluation metrics.
- Implemented secure communication channels through remote access, VPN, email transmission review policies, and metadata removal.
- Operation of detective and preventative measures including IDS/IPS, firewall configuration, and sandboxing.
- Creation of project timelines and goals, as well of documentation and analysis of milestones and finalization.

ASURION, Nashville, TN

January 2014-August 2015

Training Coordinator

- Assisted the Instructional Design team in the creation, review, and updating of training content.
- Facilitation of 24 on-boarding classes with over 400 specialists trained.
- Trained specialists to act honorably, honestly, justly, responsibly, and legally while providing competent service to end-users to protect public trust and confidence.
- Over 3300 calls taken and resolved as front-line support.

NISSAN NORTH AMERICA, Smyrna, TN

September 2012-January 2014

Production Technician

- Acted as offline aid to provide operator and zone support.
- Performed robot maintenance and troubleshooting as well as review of hydraulic, pneumatic and mechanical systems.
- Executed advanced repair procedures on vehicles to maintain public safety and quality assurance.
- Implemented formal SOP and change management documentation, 5S principals, and LEAN/Six Sigma business processes.

XM SOLUTIONS, Murfreesboro, TN

April 2011-August 2012

EHR Operations Manager

- Accountable for all affairs regarding client development, customer support, accounts receivable, and government representation.
- Expanded sales team proficiency and provided client training and support for emerging technology and legal responsibilities.
- Became the creative linchpin for new projects regarding design and deployment using agile methods.

MIDDLE TENNESSEE STATE UNIVERSITY, TN

December 2006-December 2010

Help Desk Technician

- Provided secure campus-wide network support using network access control agents, IAAA, malware protection, and asset tracking.
- Assisted students and faculty that experienced procedural or operational difficulty with the use of applications, products, or services.
- Developed a knowledge base of technical issues and resolutions.

Education

MIDDLE TENNESSEE STATE UNIVERSITY, TN

BS, Recording Industry Management

December 2010

Certifications



Cisco Certified Entry Networking Technician

December 2017

- Preparing for (ISC)² CISSP and SSCP, PMI PMP, and EC-Council CEH