

Kyle Ingersoll

Operations-minded IT Support / DevOps Apprentice | College1b7e@gmail.com
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SUMMARY

IT support operator who ships durable fixes (automation + guardrails) after triage. **Calm in incident conditions + disciplined documentation/guardrails.**

EDUCATION

Indiana University South Bend	Graduation May 2028
B.S., Computer Science	South Bend, IN

Ivy Tech Community College	Graduation May 2025
A.S., Computer Science	Richmond, IN

- **GPA: 3.591/4.0; Cum Laude and President of Alpha Upsilon Omega Chapter in Phi Theta Kappa Honors Society**

WORK EXPERIENCE

Mindset Dojo	Jan. 2025 – Jan.
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2026

Trusted Committer, Author, and Presenter | Jul. 2025 - Jan. 2026

Remote

- When community contributions started increasing, and we needed a higher reliability bar, I took on the Trusted Committer role to own site stability and PR review, ensuring the production Jekyll site stayed functional and safe while velocity increased.
- During a potential domain hijacking incident that threatened to redirect our primary domain, coordinated with the project Owner to audit DNS, registrar, and DNSSEC settings and corrected misconfigurations, implemented change control with least privilege, and documented remediation which eliminated the takeover risk within 24 hours and preserved continuity for users and contributors.
- As Mindset Dojo scaled into an Insights/Forms blog with deeper internal linking, added and tuned HTMLProofer in GitHub Actions and replaced static relative links with Jekyll-generated links, preventing broken URLs/markup on PRs and keeping the reader experience reliable as content grew.
- As the site approached its Alpha Phase milestone, peer-programmed with the project Owner to refactor layouts, clean up content models, and close open issues, passing the Alpha Threshold and unlocking the community's transition into Beta.
- Co-presented Mindset Dojo practices with the project Owner to Zen Leader Off the Cushion and Cloud Security Office Hours audiences; used strategically timed dynamic silence to elicit “wisdom of the crowd” participation; generated high-engagement discussion and surfaced actionable insights.

Contributor | Jan. 2025 – Jul. 2025

Remote

- When Mindset Dojo needed consistent contributors in its early phase, actively participated as a regular community member—submitting PRs and helping shape the platform’s direction, earning a promotion to Trusted Committer based on demonstrated reliability and collaboration.
- When the project had no automated guardrails for code style or common errors, implemented GitHub Super-Linter as a required PR check and refactored existing files to satisfy lint rules, creating a consistent baseline and catching issues earlier in the workflow.
- When we needed to operationalize our Presence/Conversational Mastery curriculum on the web, modeled the program in YAML and integrated it into Jekyll templates, delivering a minimal viable version of the program with clear, navigable content for users.

- **When the managed fleet was outdated and unpatched**, used Atera to remediate 40+ Windows desktops by removing policy-violating software and applying OS/security updates, **achieving 100% patch compliance in 5 days**.
- **Ahead of a scheduled multi-site power audit**, inspected workstation electrical setups, flagged unsafe daisy-chaining, and installed 5+ PDUs with improved cable management, **reducing safety risk and improving audit readiness**.
- **During a staffing crisis after the organization's sole IT administrator departed**, did policy-aligned support for 7 club sites by inventorying endpoints, triaging support requests, and documenting repeatable fixes—including independently restoring a site network outage by applying first-principles troubleshooting (physical layer first) and reinforcing a basic pre-check process to prevent repeat escalations—**maintaining day-to-day operations without interruption**.
- **In parallel, restored device capacity during the staffing crisis** by auditing and updating inventory records for Surface Pros, workstations, and other IT assets, then reimaging/redeploying 10+ Windows workstations in 14 days, joining devices to the Active Directory domain, and patching 20+ Surface Pros, **avoiding new hardware purchases as well as improving endpoint reliability and asset accountability**.

Richmond Community Schools
Information Technology Intern

Sept. 2024 – Dec. 2024
Richmond, IN

- **During a ransomware incident affecting district endpoints**, worked under direction to upgrade 25+ Windows systems to Windows 11, integrate Sophos EDR via NAS, and systematically apply critical security patches, fortifying defenses against persistence and helping contain the attack.
- As older student devices needed to be safely reassigned or retired, managed IAM for 15+ Chromebooks by deprovisioning users, Powerwashing devices, and re-enrolling them under updated policies, **supporting uninterrupted instruction while following security policy, protecting student data, and maintaining device hygiene**.
- While job-shadowing a Helpdesk Technician, restored two aging Windows 10 endpoints by applying critical security patches, resolving network connectivity via Group Policy enforcement, and troubleshooting a legacy boot failure through BIOS configuration (disabling Secure Boot for hardware/firmware compatibility), **minimizing downtime and documenting the security tradeoff**.

SKILLS & INTERESTS

- **Technologies:** Windows, Linux, Python, C++, Java, HTML, YAML, Markdown, CSS, JavaScript, Liquid (Jekyll), Git, GitHub Actions, SharePoint, Microsoft 365, Generative AI tools (ChatGPT & Codex)
- **IT Support:** Active Directory domain join, imaging, troubleshooting, Windows, Chrome OS, PC repair, Cable termination, inventory management, KB documentation through SharePoint, Atera ticketing and remote management system, Microsoft 365
- **DevOps & Practices:** CI/CD, DevOps workflows, PR-based code review, ticketing systems (Atera), quality gates (Super-Linter, HTMLProofer), InnerSource pattern creation
- **Soft Skills:** Technical writing (Forms/Insights), article writing, peer collaboration, analytical problem-solving, metacognition
- **Interests:** Reading, manga/anime, writing, meditation, coding, community tech projects