

Kaevon Tyler

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Professional Summary

IT and Cybersecurity Professional with hands-on experience in IT management, asset governance, and regulatory compliance. Skilled in implementing security controls aligned with NIST, ISO 27001, and HIPAA frameworks. Proven ability to assess risks, enforce IT policies, and support audit readiness through documentation and control monitoring.

Certifications

- CompTIA Security+ CE (SY0-701) — DoD 8570 IAT Level II – Active
- ISC2 (CC) — Active
- ITIL 4 Foundational— (Expected 2025)
- AWS Solutions Architect Associate— (Expected 2026)
- Microsoft Certified: Identity and Access Administrator Associate— (Expected 2026)

Technical Skills

- **OS & Platforms:** Windows, Active Directory, macOS, ServiceNow, EPIC, Linux
- **Networking:** TCP/IP, DNS, DHCP, VPN, Firewall
- **Cloud & Virtualization:** AWS (EC2, S3, VPC, IAM, RDS, CloudFormation), Microsoft Entra ID (IAM)
- **Security & Compliance:** NIST CSF, HIPAA, ISO 27001, GDPR, PCI, COBIT
- **Productivity & Tools:** Microsoft Office 365(Data Analysis, Risk Tracking, Compliance Reporting)

Experience

IT Technician - Baptist Hospital, Miami, FL

September 2025- Present

- Supported IT asset lifecycle management ensuring secure decommissioning and disposal in compliance with HIPAA and organizational data retention policies.
- Deploy, install, and configure new workstations, PAC radiology systems, laptops, printers and associated hardware.
- Ensure proper imaging, software installation, and domain configuration.
- Collaborate with IT staff and end-users to ensure smooth device transitions with minimal downtime.
- Assisted in maintaining asset inventory and configuration records to support audit and risk assessment processes.
- Collaborated with IT and compliance teams to document deployment procedures and ensure alignment with internal security policies.

IT Manager - Global Net, Miami, FL

January 2023- September 2025

- Partnered with cross-functional teams to document and mitigate operational and cybersecurity risks, maintaining uptime and compliance with service-level agreements (SLAs).
- Developed and enforced standard operating procedures (SOPs) for system deployment, minimizing risk of misconfiguration and ensuring compliance with internal IT policies.
- Supported IT audits by maintaining evidence of configuration baselines, patch updates, and endpoint compliance reports.
- Conducted periodic access reviews and coordinated remediation of noncompliant accounts to align with least privilege and identity governance best practices.
- Provided multi-channel technical support (email, chat, phone), resolving 7–13 inquiries daily with a 90% first-contact success rate and lowering recurring issues by 15%.
- Guided and mentored 5+ new team members, implementing consistent CRM practices, escalation guidelines, and customer experience standards.
- Authored process guides and knowledge base content that increased ticket deflection and accelerated the onboarding timeline for new hires.
- Earned customer satisfaction ratings above 90% by addressing issues quickly and ensuring long-term resolution through proactive follow-up.
- Coordinated escalation of critical P1/P2 incidents, supplying detailed root cause documentation that shortened resolution times.

Education

A.A (Computer Information Systems)
Miami Dade College, July 2019
(WILLING TO RELOCATE)