

# KYLE ARMSTRONG

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Olathe, Kansas 66062

## PROFESSIONAL SUMMARY

Result-driven, detail-oriented professional with 20 years of experience in managing online learning platforms. Solid understanding of the inner-workings of IT systems in an SaaS environment. A well-rounded computer professional with experience in troubleshooting, customization, customer relations, and quality assurance. Highly qualified in support and management of technical changes, issues, and concerns. Enjoys creative problem solving and would excel in the collaborative environment on which your company prides itself.

## SKILLS

LMS Administration	Team Manager	Amazon Web Services (AWS)
Database Administration	Time Management	Project Coordination
Application Troubleshooting	Attention to Detail	Adaptability and Flexibility

## EXPERIENCE

### APPLICATION SUPPORT MANAGER

Learning Pool, Londonderry, Ireland, Dec 2020 - Aug 2024

Established and led the Tier 2 Support Team, including full responsibility for recruitment and onboarding. Developed and implemented processes to integrate the team across the organization, effectively bridging the gap between Tier 1 Support and Infrastructure, Development, and Product Ownership departments.

Provided comprehensive support for various SaaS applications, including LMS, LXP, and LRS. Managed AWS Cloud Hosting EC2 instances and performed server administration for SQL and PostgreSQL databases. Delivered end-to-end support, from Tier 1 UI assistance to resolving complex database and infrastructure issues.

Managed the Tier 2 Application Support Team, overseeing performance management and ensuring SLA compliance. Successfully guided team members in achieving both company objectives and personal development goals.

*Continued providing support in all areas that were previously assigned through Remote-Learner (see below.)*

### SENIOR MANAGER CLIENT SUPPORT

Remote-Learner (Acquired by Learning Pool), Denver, Colorado, Jun 2010 - Dec 2020  
*Senior Manager of the Support and Infrastructure Team, overseeing all aspects of team leadership and operations.*

### **Managed Learning Management System (LMS) Operations:**

- Oversaw and managed the migration of Moodle and Totara instances from physical hardware to AWS Cloud Hosting.
- Oversaw day-to-day operations, including LMS version upgrades, functionality maintenance, and ensuring uninterrupted system performance.
- Developed and generated both standard and custom reports.
- Provided end-user troubleshooting, issue remediation, and escalation management.
- Monitored recurring issues, identified system/data gaps, and proactively recommended efficiency enhancements.

### **Technical Troubleshooting and Support:**

- Troubleshoot and resolved escalated site, database, theme, and performance issues.
- Created and documented procedures and known issues for the Support department.
- Wrote SQL queries to generate custom reports from the Moodle database.
- Collaborated with multiple departments to coordinate, create, and implement solutions.
- Assisted clients with workarounds for bugs until permanent fixes were implemented.

### **Customer Satisfaction and Team Leadership:**

- Maintained high customer satisfaction by providing accurate, timely information and meeting performance targets.
- Mentored and supported Tier 1 and Tier 2 staff, fostering a collaborative and efficient support
- Fully managed the Support and Infrastructure Team, overseeing all aspects of team leadership and operations.

### **NETWORK ADMINISTRATOR**

Labat-Anderson (Acquired by USIS), Lenexa, Kansas, Jan 2004 - Jun 2009

- Provided technical support to end-users experiencing connectivity issues.
- Maintained data backups and disaster recovery operations in conformance with best practices.
- Prevented data loss with regular backups and sound disaster recovery processes.
- Supported users with training, technical assistance, and network improvements.
- Maintained Microsoft Access Database and configured relationships between tables to ensure optimal database performance and maintain referential integrity.
- Obtained government level security clearance as job entailed dealing with confidential records.

## **EDUCATION**

**Bachelor of Business Administration:** Computer Information Systems  
Pittsburg State University, Pittsburg, Kansas, May 2001

## **ADDITIONAL INFORMATION**

Linkedin Profile: [www.linkedin.com/in/kyle-armstrong410](http://www.linkedin.com/in/kyle-armstrong410)