

KINNON ROUDEBUSH

Technical Implementation Engineer | Client Onboarding & Service Delivery

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PROFESSIONAL SUMMARY

Technical implementation and client delivery professional with 6+ years of MSP experience across onboarding, technology alignment, project coordination, and customer-facing technical work. Experienced in owning implementations from discovery through deployment, QA, and handoff while coordinating engineers, vendors, timelines, and client expectations. Strong at identifying technical gaps, simplifying complex issues for customers, improving repeatable processes, and making sure projects actually get across the finish line.

TECHNICAL SKILLS

Customer & Delivery: Client onboarding · Technical discovery · Implementation planning · Project coordination · Client communication · Quality assurance · Support handoff · Technical documentation · SOP development

Cybersecurity & Identity: SentinelOne · ThreatLocker · Duo · KnowBe4 · CyberQP · Barracuda Email Security · Avanan · Huntress · Blackpoint · DNSFilter · Quadrant XDR · Identity and access management

Cloud, Endpoint & Management: Microsoft 365 · Google Workspace · Microsoft Intune · Jamf · Addigy · N-able N-central · Take Control · ConnectWise · RemotePC · Active Directory · Windows · macOS · iOS

Networking & Infrastructure: Fortinet · FortiClient · Meraki · Ubiquiti / UniFi · Auvik · VPNs · DNS · DHCP · Firewalls · Switches · Wireless networks · Patch management

Backup, Documentation & Operations: Cove Data Protection · Barracuda Cloud-to-Cloud Backup · Veeam · Axcient · Hudu · Liongard · Lifecycle Insights · Environment documentation · Knowledge base development

Product, Development & Automation: Cloudflare Workers · Supabase · GitHub · Stripe · REST APIs · React Native · Power Automate · QA and release coordination

PROFESSIONAL EXPERIENCE

Client Transition Engineer

April 2026 – Present

Harbor IT - Remote

- Manage new client transitions from post-sale discovery through implementation, final QA, and handoff to support. Serve as the main technical point of contact for the client and internal teams throughout onboarding.
- Review client environments including users, vendors, networks, Microsoft 365, security platforms, backups, and existing documentation, then turn those findings into a clear implementation plan.
- Deploy and validate endpoint security, RMM, backup, email security, identity, networking, monitoring, and documentation tools across client environments ranging from 10 to 500 users.
- Complete a final technical review before each client moves to support, checking for security gaps, missing documentation, unsupported configurations, and incomplete deployments.
- Troubleshoot technical issues that come up during onboarding and work with security, network, cloud, and support teams to get them resolved.
- Manage 2 to 4 onboarding projects at a time while coordinating engineers, account management, vendors, and third-party providers and keeping customers updated on progress.
- Build and maintain onboarding SOPs, checklists, and client communication templates used by the team throughout new client transitions.

Onboarding Coordinator

February 2025 – April 2026

Harbor IT - Remote

- Coordinated new client onboarding from kickoff through handoff to support, including schedules, documentation requests, dependencies, and communication with the customer.
- Worked with networking, cybersecurity, cloud, backup, and endpoint teams to schedule deployment work and keep open items moving.
- Helped gather and document client environment details including vendors, credentials, networks, applications, and existing IT processes.
- Helped build the onboarding team's SOPs and templates and took on more technical ownership over time, leading to promotion into the Client Transition Engineer role.

Technical Alignment / Onboarding Specialist

October 2023 – February 2025

Braden Business Systems - Hybrid - Fishers, Indiana

- Led onboarding and technical alignment for managed-services clients and served as a regular point of contact between customers, sales, leadership, and engineering.

- Coordinated transitions from previous IT providers, including endpoint, identity, network, backup, and security services.
- Performed recurring reviews of client environments to identify security, documentation, and reliability issues and discussed recommended fixes with customers.
- Maintained technical documentation, helped clients adopt the managed-services toolset, and stayed involved after go-live to address ongoing technology needs.

Technical Onboarding Specialist

July 2022 – October 2023

Braden Business Systems - Fishers, Indiana

- Coordinated new client onboarding and deployment of the managed-services technology stack.
- Collected and verified environment information, credentials, vendor contacts, and technical documentation before implementation.
- Assisted with deployment and validation of endpoint, security, cloud, backup, and monitoring tools.
- Worked with engineers to resolve onboarding issues and kept customers and internal teams updated on status, blockers, and next steps.

Service Desk Analyst

May 2021 – July 2022

Braden Business Systems - Fishers, Indiana

- Provided remote and onsite support for Windows, macOS, Microsoft 365, hardware, networking, and user access across multiple client organizations.
- Troubleshoot endpoint, application, printer, connectivity, permissions, and account issues and installed or configured devices and business applications.
- Documented troubleshooting and resolutions in the ticketing system and escalated more complex issues when needed.

Systems Engineer

November 2019 – April 2021

Fetzerhaus Technology, Inc. - Indianapolis, Indiana

- Handled technical support requests for desktops, laptops, mobile devices, applications, and peripherals across multiple client organizations.
- Supported customer network environments including switches, routers, wireless networks, VPNs, and firewalls.
- Managed Active Directory users, groups, permissions, and access and installed, configured, and troubleshot hardware and software.

Computer Technician

March 2019 – November 2019

Carmel Clay Schools - Carmel, Indiana

- Deployed and supported end-user devices, classroom technology, applications, and peripherals across the school district.

PRODUCT & PLATFORM EXPERIENCE

Co-Founder / Product & Technical Lead Present

MyGolfLinks LLC - Remote

- Co-founded MyGolfLinks, a golf technology platform being built for players, golf courses, and partners.
- Help turn product ideas and user workflows into clear requirements and priorities for development.
- Coordinate development, testing, security review, and releases across React Native, Cloudflare Workers, Supabase, Stripe, GitHub, and REST APIs.
- Help plan platform features, permissions, data workflows, course operations, payments, and administrative tools.
- Test new features, document issues, coordinate fixes, and help manage release priorities.

EDUCATION

Bachelor of Science, Computer and Information Technology

2018

Purdue School of Engineering and Technology - Indianapolis, Indiana