

Kayden Zhao

IT Professional

Logical, solution-focused IT professional with 12+ years of remarkable experience in providing comprehensive technical support to clients and companies. Adept at leveraging superior analytical thinking skills to prioritize tasks, identify technical issues, and provide timely resolutions. Possess incomparable communication abilities to convey innovative ideas to diverse audiences of varying technical expertise.



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Oshkosh, WI



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WORK EXPERIENCE

IT Supervisor

NextGen Information Systems Solutions [🔗](#)

08/2018 - Present

Milwaukee, WI

- Supervise and lead a team of more than 30 IT specialists responsible for furnishing expert technical support to 5,000+ users and 1,000 devices throughout the city
- Research, identify and appraise emerging technologies, hardware, and software to provide strategic recommendations for continuous improvements
- Contribute to the successful delivery of large-scale company projects, such as computer system upgrades and Office365 migration within the specified timeline and budget by collaborating with the technical teams
- Manage the annual budget for IT projects by keeping track of all expenditures to ensure alignment with budgetary limits. Negotiate with vendors to reach mutually beneficial deals, reducing equipment costs by 15%

IT Specialist

INITAR Inc. [🔗](#)

02/2013 - 06/2018

Madison, WI

- Oversaw more than 200 computers of the company by monitoring, configuring, and maintaining all hardware and software systems
- Developed and implemented innovated connectivity network configurations which remarkably boosted the overall network capabilities by 12%
- Spearheaded the installation of over 100 desktop computers during the company-wide upgrade
- Monitored and evaluated the IT systems to ensure efficiency as well as the safety and security of all data storage

IT Support Specialist

InTouch Technologies [🔗](#)

02/2009 - 01/2013

AWARDS

Information Technology Leader Award (2020)

NextGen Information Systems Solutions

NISS IT Innovative Team Award (2019)

NextGen Information Systems Solutions

EDUCATION

Bachelor of Science in Information Technology
Madison Area Technical College



AREAS OF EXPERTISE

IT Security

Complex Problem Solving

Project Management

Effective Employee Training

Logic & Reasoning

Hardware & Software Support

Team Collaboration & Leadership

System Installation & Maintenance

Microsoft Deployment Toolkit (MDT)



CERTIFICATES

Cisco Certified Network Associate (CCNA) [🔗](#)

CompTIA A+ Technician [🔗](#)

Microsoft Certified Solutions Expert (MCSE) [🔗](#)

Project Management Professional (PMP) [🔗](#)

Certified Cloud Technology Professional (CCTP) [🔗](#)

Security+ Certification: Information Technology [🔗](#)



LANGUAGES

English

Native or Bilingual Proficiency

Korean

Full Professional Proficiency

Japanese

Limited Working Proficiency