**Kadarius Bailey**

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**PROFILE**

Accomplished IT Individual Contributor with 7 years of experience in troubleshooting technical issues, evaluating datasets, and supporting personnel tasks. Keen ability in applying security standards and usability optimization to meet company expectations. Aims to leverage background in information technology to elevate performance within the company.

**EXPERIENCE**

**NTT Data Services at Centers for Disease Control and Prevention** Atlanta, GA

*IT Support Specialist II/Systems Administrator*  May 2017-Present

* Provides support to Centers for Disease Control and Prevention (CDC) employees deskside and remotely for hardware, software, and network related issues.
* Manages, updates and monitors the status of tickets and tasks within the ServiceNow
* Supports Microsoft Office 2016, Office 365 and working with several different Windows platforms such as Windows 7, and Windows 10. Also supporting Mac OS and Linux occasionally.
* Provides support for Android and iOS (iPhone and iPad) devices using Intune Company Portal.
* Manages mobile devices (MDM) via Microsoft Endpoint Manager and Microsoft Azure Portal.
* Trained staff/managed presentations for Microsoft Teams and office 365.
* Works within Active directory to create new users, reset passwords and modify groups.
* Configures hardware, devices and software to set up work stations for employees.
* Patches software and installs new versions to eliminate security problems and protect data.
* Removes malware, ransomware and other threats from laptops and desktop systems.
* Collaborates with vendors to locate replacement components and find solutions to advanced problems.

**Atlanta Public Schools** Atlanta, GA

*IT Field Technician* June 2015-April 2017

* Provided on-site support to teachers, staff and other personnel through a district-wide SLA ticketing system to prevent technical interruptions. Tickets are escalated when necessary.
* Assisted in configuring student virtual desktops (VMware).
* Assessed software, hardware and network troubleshooting issues to ensure that all technology functioned at full capabilities.
* Proactively monitored the network systems both on-site and remotely so that there was less downtime.
* Updated operating systems, installed new patches and conducted system re-imaging when necessary.
* Instructed teachers on how to use software and equipment.
* Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
* Handled 10+ calls a day to address customer inquiries and concerns.

**Dell Services (TEKsystems) at The Center for Disease Control and Prevention** Atlanta, GA

*User Support Specialist I* February 2015-May 2015

* Supported CDC employees both on-site and remotely for application support and basic technical issues.
* Assisted with mass user migrations, which included disconnection, reconnecting and deploying new workstations.
* Managed and reassigned all open tasks utilizing the HP Service Manager SLA ticketing system.

**EDUCATION**

**Georgia Southern University** Statesboro, GA

Bachelor of Science in Information Technology July 2014

**TECHNICAL SKILLS**

* Microsoft Office 365 (Word, Excel, Power Point, Outlook) Microsoft Teams
* Windows, Linux, MacOS
* ServiceNow, HP Service Manager, Nimbus
* Microsoft Endpoint, Microsoft Azure, Active Directory, VMWare, Citrix
* SQL, HTML, Java, JavaScript, PHP
* TCP/IP, OSI Model, Network infrastructure
* iOS/Android MDM