BRAYDEN MOORE

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Key Strengths

- ✓ Complex Technical Support
- ✓ Team Management
- ✓ Front- End Development

- ✓ Training & Development
- ✓ Key Process Improvement
- ✓ Proactive Client Support

- ✓ Strategic Planning
- ✓ Recommendations
- ✓ Salesforce/ AWS

VOLUNTEERING AND PROJECTS

Running Rebels | Milwaukee, WI – helped youth learn basic computer skills. Helped with job search and resume writing for inner city kids. Educated youth on preparing for future classes and schoolwork. Developed skills by teaching and working with all IT and computers. Created awareness for homeless in city by social media posting and gathered all help to create daily meals and provide toiletries.

WORK EXPERIENCE

Agero | UVO Special Projects Analyst Tucson AZ November 2020- Current

Handles escalated issues and legal cases within KIA Consumer Affairs. Detailed document review with engaged leadership and management follow ups. Determines quality problem resolution and negotiates with dealers to gain their acceptance. Intervenes with field office and/or National office to assist in resolution as required on a case-by-case basis.

Maximus | IT Coordinator Phoenix, AZ April 2021- Current

Provide support to users across CA UI platform such as, troubleshooting, installing and removing software applications (AWS, Genesys, Smartsheet etc.) Maintain and respond to organization issues by ticketing system within timeframe. Troubleshooting multiple BYOD equipment to ensure all security and data violations are followed. Created user-friendly guides to help users. Working and escalating problems that occur during triages to CA state agency when needed. Approached and solved work problems with initiative and sound judgment.

Oncourse Learning | Client Support Manager Milwaukee WI March 2018-November 2020

Assisted on projects to create/configure new LMS for Online Real Estate school. Diagnosed and resolved technical hardware and software issues, included not limited to debugging, test and system error checks. Performed test and debugging to properly maintain system from errors. Help Desk support for complicated user assistance using the app and online profiles.

Optum | Contract Implementation Specialist Wauwatosa, WI February 2017-March 2018

Worked with team to track system enhancements, define system setup requirements and document/test findings. Use of Epic system to maintain system reports/basic reporting and system configuration. Trained/monitored less tenured colleagues on the frequent changes. Answered user inquiries regarding software/hardware operation to resolve problems. Maintained detailed records of daily support activities and resolutions.

Kohl's Corp | E-Commerce IT Support Team Menomonee Falls, WI October 2013- February 2017

Online content and manage the SO Content Library used by Account Management, Sales, and Enterprise teams and other SQ organizations. Assisted users in downloading and accessing software for app or online shopping. Managed user accounts using Microsoft Active Directory and other administrative tools. Use of system to maintain system reports/basic reporting and system configuration. Contributed ideas for improving work processes. Built system maps showing relationships between sources and warehouse locations.

CERTIFICATIONS

Udemy | Web Development Boot Camp Certification ID: UC-b008e261-7480-4c76-81a9-46e9b3265616