

Bradley Kai

IT Support Specialist

Personal Info

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Phone

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E-mail

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Website

http://bradbkai.github.io/

Linkedin

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Technical Skills

Knowledge Management, Help Desk, Development, Administration, Business Analysis, HTML5, CSS, Project Management, GitHub, SQL, Python, Java, PowerShell, basic Unix commands

Technical Tools

Remedy SmartIT, MidTier, Kace 1000, ShareGate, SharePoint Designer, AirWatch, ID Manager, InfoPath, Infowise, Bomgar, PostgreSQL, TeamViewer, Citrix, Desktop Director, Cisco AnyConnect, RSA, Active Directory, PowerShell, Command Prompt, Secure Shell Host, Office 365, Windows Command Prompt, SwiFT, CCM CB, SCCM, PGAdminIII, Anaconda Navigator, Jupyter Notebooks, ATOM, Flask, Android Studio

Operating Systems

Windows, Mac, Android, iOS, Linux

Organized and motivated IT Professional with experience in Tier I/II/III IT support roles, Windows administration, app development, IT asset management and procurement in non-profit, government and corporate environments.

Experience

Brooksource

2018-04 to 2019-01

Contract Worker for Duke Energy

- Provided advance support for 50,000+ corporate user accounts for Win 10 upgrades
- Validated & reassigned user accounts for Microsoft Visio/Project and Adobe licenses
- Prepared daily help desk reports and analyzed trends for more efficient operations
- Authored and peer reviewed Remedy articles for support and end user utilization
- Managed and coordinated onsite support teams for small, medium and large sites that resulted in reducing hundreds of calls/tickets to help desk over a few months
- Trained analysts in basic troubleshooting and fundamental knowledge of O365 apps

High Performance Systems, Inc.

2017-01 to 2017-02

Systems Analyst

- Configured, maintained and upgrade servers, workstations and software for clients
- Conducted an O365 presentation of business-oriented services and features to potential clients and was able to successfully increase sales of the product.
- Advised clients of industry IT policies ensuring best practices were applied
- Maintained IT hardware and software asset inventories ensuring accurate life cycles

State of Hawai'i

2016-06 to 2016-10

Information Technology Specialist II

- Automated paper-centric processes with SharePoint apps & reduced approval times.
- Back-up to Help Desk team for all Tier I/II/III calls and tickets for all departments
- Developed, maintained and supported workflows for SharePoint list and libraries
- Trainer for staff on Outlook, OneNote, OneDrive, Skype for Business & SharePoint

Easter Seals Hawai'i

2015-06 to 2016-04

Help Desk/Junior Systems Analyst

- Lead and planned the migration of local user data to OneDrive online for 250+ users
- Maintained, upgraded and installed Windows Servers and Windows 7 images
- Created and maintained Active Directory user accounts and Group Policy
- Ensured HIPAA compliance through audits and advisement of proper practices

City and County of Honolulu

2013-07 to 2015-04

Procurement Specialist I & II

2012-08 to 2013-06

Intern/Contract Hire III

- Procured over \$20,000,000 in Goods, Construction & Professional Service contracts
- Advised government best practices to City staff in service contract negotiations
- Prepared cost analysis justifications pursuant to regulations for all successful bids

Education

University of Hawaii at Manoa

B.B.A. in Accounting, 3.5 Business GPA

2009-08 to 2013-05

CompTIA A+ certification

Expires 2022-03

CompTIA Security+ certification

Testing April 2019

Projects

- Coding
 - Personalized eReader app on Android utilizing Android Studios and Java

Home Labs

- Configured O365 on Azure & developed custom workflows on SharePoint test sites
- Set up Windows/Unix Servers, MySQL using AWS, VMWare, Hyper-V & VirtualBox