

Bradley Kai

Flower Mound, TX 75028 | (972) 904-5256 | BradBKai@gmail.com | www.linkedin.com/in/BradBKai | BradBKai.github.io

EDUCATION

Master of Science in Computer Information Systems & Business Analytics, Cumulative GPA: 3.83

West Texas A&M, Canyon, Texas

Tentative Graduation date: Fall 2024

- Foundational topics in structured and procedural programming, database management, and software/web development. Topics include data access/normalization, ETL, ERD, object modeling and procedural/object-oriented programming.

Bachelor of Business Administration in Accounting

University of Hawaii at Manoa, Honolulu, Hawaii

Graduation date: May 2013

PROFESSIONAL IT EXPERIENCE

Business Associate for CoreLogic, Inc. (Contract)

Cognizant, Inc., Dallas, TX

July 2023 to Present

- Created and maintained Group Policy, Active Directory, JAMF, Intune, and O365 generating secure operations.
- Imaged, pre-provisioned, and deployed Dell, Apple and mobile devices for refreshes, break fix and new hires.
- Provided global tiered support management expertise, leveraging strong ITSM process knowledge.

Senior Service Technician for Digital Realty, Inc. (Contract)

Insight, Inc., Dallas, TX

November 2022 to March 2023

- Utilized SCCM/Intune in provisioning and modifying endpoint apps/configurations and patch remediation.
- Provided stellar Senior Executive support with new workstation white glove setups and 24/7 on-call responses.
- Delivered superior L2 support escalations for Service Desk escalated through phone, email & Teams chat.
- Created, modified, decommissioned, and provided L2 support for AWS workspaces for entire organization.
- Managed accounts for on-premises Active Directory & Role Based permissions in Azure in an administrator role.

Desktop Engineer for MV Transportation (Contract)

TEKsystems, Inc., Dallas, TX

June 2022 to September 2022

- Leveraged Kaseya VSA and Intune to package, approve and roll out monthly windows patches and software applications to company devices based on management plans and individual schedules.
- Provided stellar Senior Executive support with new workstation white glove setups and 24/7 on-call responses.
- Imaged, pre-provisioned, and deployed physical Dell, Apple and mobile devices for Break Fix and new hires.
- Managed accounts for on-premises Active Directory & Role Based permissions in Azure in an administrator role.
- Created Intune configuration profiles and configured Google Chrome managed browser settings.

Desktop Engineer II

HealthEquity, Inc., Irving, TX

July 2021 to June 2022

- Top overall performer for Desktop Support Services, resolving ServiceNow incidents for over 4,500 endpoints.
- Executed vulnerability solutions leveraging Tanium to update GlobalProtect for over 1,500 endpoints.
- Managed and planned contractor-based setups for 1,000+ seasonal new hires' workstations and work phones.
- Collaborated with Information Security in software compliance and app maintenance eliminating vulnerabilities.
- Diagnosed and resolved server, application, network connectivity, and computer hardware issues.
- Administered accounts for on-premises Active Directory and Role-Based permissions in Azure.

Service Desk Technician I

Help Desk Technician Contractor for HealthEquity, Inc. dba WageWorks, Inc. (Contract)

HealthEquity, Inc., Irving, TX

July 2019 to November 2020

- Achieved top performance in resolving ServiceNow incidents for over 3,500 end-users and 4,000 endpoints.

- Documented customer interactions, steps, actions taken, results, and resolutions.
- Imaged, deployed, and recovered physical Lenovo and laptops, peripherals, and accessories.
- Created documentation for internal procedures, new processes, and technical solutions.
- Developed PowerShell scripts for automating removal, installation, and configuration of Oracle applications.
- Administered accounts for on-premises Active Directory and Role-Based permissions in Azure.

IT Support Analyst Contractor for Duke Energy (Contract)

Technical Youth LLC dba Brooksource, Charlotte, NC

April 2018 to January 2019

- Led onsite deployment support team coordination resulting in reduction of help desk calls and ticket submittals.
- Provided support for 70,000+ corporate users during Dell and Windows 10 upgrades ensuring 100% satisfaction.
- Validated and reassigned user accounts for Microsoft Visio/Project and Adobe licenses.
- Maintained effective customer interactions and managed open items.
- Authored and peer-reviewed Remedy knowledge articles for support and user utilization.

Information Technology Specialist II

State of Hawai'i, Honolulu, HI

June 2016 to October 2016

- Developed & supported automated paper-driven processes through SharePoint lists with HTML, JS & CSS
- Tested and documented system requirements sessions to capture business process rules and workflows
- Identified and analyzed organizational unit's operational procedures, problems, and specific requirements
- Effectively educated staff on product use and assisted them in utilizing available features to improve office productivity

Help Desk/Junior Systems Analyst

June 2015 to May 2016

Easter Seals Hawai'i, Honolulu, HI

- Led & coordinated an organization-wide project to migrate user local and network data to OneDrive
- Maintained, analyzed, troubleshooted, upgraded, replaced, and repaired computer systems & hardware
- Ensured timely completion of outstanding tickets in KACE K1000 ticketing system and 100% end user satisfaction
- Responsible for the administration of the organization's VOIP listing/configuration and Active Directory

ADDITIONAL EXPERIENCE

Procurement & Specifications Specialist II

August 2012 to April 2015

Intern/Contract Hire III (Contract)

City and County of Honolulu, Honolulu, HI

SKILLS:

Technologies: Horizon View, VMWare

Languages: Python, CSS, HTML, SQL

Scripting: PowerShell, Windows scripting

Windows: Windows Client and Server operating systems