

Bradley B. Kai

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Key Skills

Windows OS troubleshooting
IT Documentation
Office 365 administration

Remedy
SharePoint development
User Training/Support

Windows Server
Active Directory
Break/Fix

Professional Experience

Brooksource, *Contractor for a Fortune 500 company*

April 2018 to Present

- Prepared daily help desk reports and analyzed trends for Workstation Refresh Agile scrums
- Provided superb customer service and advanced troubleshooting for workstation-related issues
- Created knowledge management articles ensuring efficient and effective help desk services

High Performance Systems, Inc., *Systems Analyst*

January 2017 to February 2017

- Delivered Office 365 services and features overview presentations to potential clients
- Prepared, configured, maintained and upgraded client servers, workstations and software
- Advised clients of industry IT data & security policies and recommended best practices
- Maintained asset inventories of every active client workstations, laptops and software licenses

State of Hawaii, *Information Technology Specialist II*

June 2016 to October 2016

- Created workflows to automate existing hard copy business processes in SharePoint apps
- Migrated production SharePoint site collections utilizing ShareGate features
- Assisted end-users with SharePoint web part customization, scripting and site creation
- Conducted bi-weekly beginner/intermediate level training sessions for government employees regarding Outlook, Word, Excel, OneNote, OneDrive, Skype for Business and SharePoint

Easter Seals Hawaii, *Help Desk/Junior Systems Analyst*

June 2015 to May 2016

- Lead and coordinated an organization-wide plan to migrate user local and network data to Office 365 OneDrive to include synchronizing data for remote access & mobile devices
- Troubleshooted network issues with client computers, printers, routers and other devices
- Updated and maintained KACE K1000 ticketing system and VOIP directory of 250+ users
- Responsible for the creation and modification of Active Directory user information

City and County of Honolulu, *Intern/Procurement Specialist I and II* December 2012 to April 2015

- Procured over \$20,000,000 in Goods, Construction and Professional Service contracts
- Advised best practices to City personnel in negotiations for engineering consultant services
- Prepared and finalized procurement solicitations that adhered to State & Federal regulations

Education & Certification

Home Labs: Office 365 with Azure and Server 2012/2016 with VMWare/VSphere/Hyper V

- Configured O365 tenant site, SharePoint site collections & developed workflows for apps
- Utilized PowerShell to configure domain/workgroup settings and Active Directory

Bachelors of Business Administration – Accounting, 3.5 Business GPA
University of Hawaii at Manoa, Shidler College of Business

May 2013

CompTIA A+

Expires March 31, 2019